	Notice of Request for Proposal		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 1	
		OF 100	

Solicitation Contact Person:

Diane E. Harnisch, CPPB
 Contracts and Purchasing Section
 701 E. Jefferson, MD5700
 Phoenix, Arizona 85034

Telephone: (602) 417-4094
 Telefax: (602) 417-5957
 E-Mail: deharnis@ahcccs.state.az.us
 Issue Date: June 25, 2004

LOCATION: **ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM ADMINISTRATION (AHCCCSA)**
 Contracts and Purchasing Section (First Floor)
 701 E. Jefferson, MD5700
 Phoenix, Arizona 85034

DESCRIPTION: Development of a State-of-the Art Browser Based Application System in Support of Arizona's "2-1-1 Initiative"

PROPOSAL DUE DATE: July 22, 2004 AT 3:00 P.M. MST

Pre-Proposal Conference: A Pre-Proposal Conference has been scheduled for July 8, 2004, Arizona Health Care Cost Containment System Gold Room, 701 E. Jefferson, Phoenix, Arizona. The Conference will start promptly at 10:00 AM (MST). A copy of this solicitation will be used as part of the agenda.

QUESTIONS CONCERNING THIS SOLICITATION SHALL BE SUBMITTED TO THE SOLICITATION CONTACT PERSON NAMED ABOVE, IN WRITING EITHER VIA TELEFAX OR E-MAIL (PREFERRED). TELEPHONIC QUESTIONS WILL NOT BE ACCEPTED.

In accordance with A.R.S. § 41-2534, which is incorporated herein by reference, competitive sealed proposals will be received at the above specified location, until the time and date cited. Proposals received by the correct time and date will be opened and the name of each Offeror will be publicly read.


Proposals must be in the actual possession of AHCCCSA on or prior to the time and date and at the location indicated above.

Late proposals shall not be considered.


Proposals must be submitted in a sealed envelope or package with the Solicitation Number and the Offeror's name and address clearly indicated on the envelope or package. All proposals must be completed in ink or typewritten. Additional instructions for preparing a proposal are included in this solicitation document.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the appropriate Procurement Agency. Requests should be made as early as possible to allow time to arrange the accommodation. A person requiring special accommodations may contact the solicitation contact person responsible for this procurement as identified above.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.

	Table of Contents		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 2	
		OF 100	

1.	Offer and Acceptance Document	Page 3
2.	Definitions	Page 4
3.	Scope of Work	Page 7
4.	Attachment A, 2-1-1 Phase II and III Functionality	Page 37
5.	Attachment B, Hosting Platform and System Operations	Page 48
6.	Pricing Schedule	Page 52
7.	Uniform Instructions to Offerors	Page 57
8.	Special Instructions to Offerors	Page 63
9.	Uniform Terms and Conditions	Page 71
10.	Special Terms and Conditions	Page 79
11.	Exhibit A, Client References	Page 93
12.	Exhibit B, Project Staffing Chart	Page 94
13.	Exhibit C, Key Person Reference	Page 95
14.	Exhibit D, Financial Disclosure	Page 97
15.	Certificate of Insurance	Page 98
16.	End of Solicitation	Page 99

	Offer and Acceptance		AHCCCS Arizona Health Care Cost Containment System 701 E. Jefferson Street, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 3	
		OF 100	

OFFER

The undersigned Offeror hereby agrees to provide all services in accordance with the terms and requirements stated herein, including all exhibits, amendments, and best-and-final offers (if any). Signature also acknowledges receipt of all pages indicated in the Table of Content.

Arizona Transaction (Sales) Privilege Tax License No.:

For clarification of this offer, contact:

Name: _____

Federal Employer Identification No.:

Phone: _____

E-Mail Address: _____

Fax: _____

Company Name

Signature of Person Authorized to Sign Offer

Address

Printed Name

City State Zip

Title

CERTIFICATION

By signature in the Offer section above, the bidder certifies:

1. The submission of the offer did not involve collusion or other anti-competitive practices.
2. The bidder shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 99-4 or A.R.S. §§ 41-1461 through 1465.
3. The bidder has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. **The bidder certifies that the above referenced organization ___ is/___ is not a small business with less than 100 employees or has gross revenues of \$4 million or less.**

ACCEPTANCE OF OFFER (to be completed by AHCCCS)


Your offer, including all exhibits, amendments and best-and-final offer (if any), contained herein, is accepted.

The Contractor is now bound to provide all services listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by AHCCCS.


This contract shall henceforth be referred to as Contract No. _____.

Awarded this _____ day of _____ 20 _____


Michael Veit, as AHCCCS Contracting Officer and not personally

	Definitions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 4	
		OF 100	


1. **Definition of Terms:** As used in within this solicitation document, and any resultant contract, the terms listed below are defined as follows:
 - 1.1 "AIRS" means Alliance of Information and Referral Systems. AIRS is a membership organization serving I&Rs' interests throughout the U.S. and Canada. AIRS has developed comprehensive standards for I&Rs' systems and is a national leader in supporting implementation of 2-1-1 systems. See http://www.AIRS.org/aboutAIRS/about_aboutAIRS.asp.
 - 1.2 "ACTIC" means the Arizona Counter Terrorism Information Center, an intelligence fusion center for Arizona described in the 2004 Homeland Security Strategy at [http://www.homelandsecurity.az.gov/documents/Arizona%20SHSS%20\(Public\).pdf](http://www.homelandsecurity.az.gov/documents/Arizona%20SHSS%20(Public).pdf).
 - 1.3 "ADEM" means the Arizona Division of Emergency Management , a division of the Department of Emergency and Military Affairs.
 - 1.4 "ADHS" means the Arizona Department of Health Services.
 - 1.5 "AHCCCS" means an Arizona Health Care Cost Containment System - managed health care program which pertains to health care services provided pursuant to A.R.S. 36-2903 et seq.
 - 1.6 "AHCCCSA" mean the Arizona Health Care Cost Containment System Administration.
 - 1.7 "Arizona Administrative Code (A.A.C.)" means State regulations established pursuant to relevant statutes. Relevant sections of the AAC may be referred to as "AHCCCS Rules".
 - 1.8 "A.R.S." means the Arizona Revised Statutes.
 - 1.9 "Attachment" means any item the Solicitation requires an Offeror to submit as part of the Offer.
 - 1.10 CDC means Centers for Disease Control and Prevention. CDC is a program of the U.S. Department of Health and Human Services.
 - 1.11 "Contract" means the combination of the Solicitation, including the Instructions to Offerors, Contract Terms and Conditions, Scope of Work; the Offer, any Best and Final Offers and any Solicitation Amendments or Contract Amendments; and any terms applied by law.
 - 1.12 "Contract Amendment" means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the contract.
 - 1.13 "Contract Services" means the services to be delivered by a contractor, which are so designated in the Scope of Work of this contract.

	Definitions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 5	
		OF 100	

- 1.14 *"Contracting Officer"* means the person duly authorized by AHCCCS to enter into and administer Contracts and make written determinations with respect to the Contract or his or her designee. Also referred to as "Procurement Officer."
- 1.15 *"Contractor"* means a person who has a contract with AHCCCS.
- 1.16 *"Days"* means calendar days unless otherwise specified.
- 1.17 *"DPS"* means Arizona Department of Public Safety.
- 1.18 *"Exhibit"* means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
- 1.19 *"GITA"* means Government Information Technology Agency.
- 1.20 *"Gratuity"* means a payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is received.
- 1.21 *"HIPAA"* means Health Insurance Portability and Accountability Act of 1996.
- 1.22 *"Hosting Vendor"* means the hosting vendor under the Web Portal contract with the State or, if the State selects an alternative hosting plan of the Contractor, hosting vendor shall mean the Contractor.
- 1.23 *"I&Rs"* means Information & Referral organizations. I&Rs were created to help people in search of critical services such as emergency financial assistance, food, shelter, child care, jobs, or mental health support. More information about I&Rs can be found in the Strategic Plan.
- 1.24 *"IT"* means Information Technology.
- 1.25 *"May"* indicates something that is not mandatory but permissible.
- 1.26 *"N-1-1"* means a 3 digit dialing code that enables callers to connect to a location in the phone network that otherwise would be accessible only by calling a seven or ten-digit telephone number. N-1-1 codes currently working in Arizona include 9-1-1 emergency services, 7-1-1 telecom relay services, 5-1-1 highway and travel information and 4-1-1 directory assistance (provided by carriers).
- 1.27 *"OHS"* means The State of Arizona Governor's Office of Homeland Security.
- 1.28 *"Offer"* means bid, proposal or quotation.
- 1.29 *"Offeror"* means a vendor who responds to a Solicitation.

	Definitions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 6	
		OF 100	

- 1.30 "PSPs" mean State of Arizona IT policies, standards and procedures, which can be found on the GITA website at http://www.azgita.gov/policies_standards.
- 1.31 "Procurement Officer" means the person duly authorized to enter into and administer contracts and make written determinations with respect to the contract or his/her designee. Also referred to as "Contracting Officer."
- 1.32 "RFP" means Request For Proposal.
- 1.33 "Section 508" means Section 508 of the Federal Rehabilitation Act of 1973, as amended. Section 508 requires reasonable modifications to policy, practices and procedures to promote equal access to all persons, including those with disabilities, such as development of Web design policies that incorporate accessibility requirements.
- 1.34 "Shall, Must" indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of a proposal as non-responsive.
- 1.35 "Should" indicates something that is recommended but not mandatory. If the offeror fails to provide recommended information, the State may, at its sole option, ask the offeror to provide the information or evaluate the proposal without the information.
- 1.36 "Scope of Work" means those provisions of this solicitation which specify the work and/or results to be achieved by the contractor.
- 1.37 "Solicitation" means an Invitation for Bids ("IFB"), a Request for Proposals ("RFP"), or a Request for Quotations ("RFQ").
- 1.38 "Solicitation Amendment" means a written document that is authorized by the Contracting Officer and issued for the purpose of making changes to the Solicitation.
- 1.39 "Subcontract" means any Contract, express or implied, between the contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
- 1.40 "State" means the State of Arizona.
- 1.41 "Strategic Plan" means Arizona's Strategic Plan for 2-1-1 which can be found at <http://www.az211.gov/strategicplan.pdf>. The plan defines the State's goals, objectives and plans in regard to implementation of 2-1-1 in Arizona.
- 1.42 "Web Portal" means the Arizona @ Your Service Web Portal, which is managed under contract the with State by a third party vendor. Currently, this contract is with IBM and the hosting under the contract is managed by IBM. Under the Web Portal contract, hardware, software, and connectivity used in support the Web Portal are the property of the State of Arizona.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 7 OF 100	

I. **EXECUTIVE SUMMARY:**


The following Executive Summary was reviewed and approved by the Governor's Council on 2-1-1 on June 2, 2004. The Executive Summary is intended to summarize the business decisions and major components of Phase I of the 2-1-1 system. More details regarding the matters summarized in the Executive Summary can be found elsewhere in this solicitation.

1. **2-1-1 Overview:**

- 1.1 The overall objective of the 2-1-1 system is to provide more efficient and effective information and referral to both public and private health and human services, as well as a link to centralized disaster information networks for use in times of crisis.
- 1.2 Arizona's Strategic Plan for 2-1-1 (the "Strategic Plan") can be found at: <http://www.az211.gov/strategicplan.pdf>. The 2-1-1 Project will be developed in phases as follows:
 - Phase I: Develop a statewide, web-enabled database as the foundation for 2-1-1.
 - Phase II: Establish multiple 2-1-1 call centers in urban and rural communities to enable the 2-1-1 system to be accessible by dialing 2-1-1 statewide.
 - Phase III: Enhance database functionality, call center operations and 2-1-1 outreach.

2. **Phase I:**

- 2.1 The State's goals for Phase I of the 2-1-1 system are to:
 - 2.1.1 Expedite easy, efficient and effective access to health and human services information.
 - 2.1.2 Increase the public's ability to find services by using proven technologies and best practices.
 - 2.1.3 Enhance homeland security, crisis preparedness and disaster response information available to the public.
 - 2.1.4 Provide comprehensive and high quality public health, bio-terrorism and emergency information through access to authoritative sources.
 - 2.1.5 Enhance information available to citizens regarding opportunities to volunteer and give help.
- 2.2 In Phase I, the 2-1-1 system will be accessed through an Internet site that utilizes a comprehensive, statewide database of public and private programs, social service providers, charitable organizations, emergency response information and homeland security resources. The system will be administered by the Arizona Health Care Cost Containment System (AHCCCS).

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 8 OF 100	

2.3 The Phase I system will be designed to accommodate the combined requirements of health and human services and homeland security, including the dissemination of information to the public regarding organizations offering services in the following areas:

2.3.1 Basic Human Needs

2.3.2 Physical and Mental Health

2.3.3 Domestic Violence

2.3.4 Support to Children, Youth and Families, the Elderly and Persons with Disabilities

2.3.5 Disaster Relief/Emergency Response/Disaster Recovery Support

2.3.6 Bio-terrorism and Other Health Related Information

2.3.7 Job Programs, etc.

2.4 The 2-1-1 website will be linked to other existing systems that provide more detailed information, such as eligibility screening and other public and private on-line services.

2.5 The Phase I system, as proposed and delivered, will function in accordance with defined requirements, yet be scalable to meet the future requirements of Phases II and III without major redesign or modification.

3. **Key Phase I Elements:**

3.1 Funding through Centers for Disease Control and Prevention (CDC) Grant for 2-1-1 Development

3.2 Acquisition of data to enable the system to “go live” with comprehensive information


3.3 Content maintenance and updates

3.4 Outsourced hosting of the 2-1-1 web-enabled database system

3.5 Competitive Request for Proposal (RFP) for development of the 2-1-1 database and related web site.

4. **Funding:**

4.1 The Arizona Department of Health Services (ADHS) has secured a grant from the CDC for development of the Phase I version of the 2-1-1 system.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 9 OF 100	

5. Acquisition of Data:

- 5.1 The State plans to acquire data regarding service providers from existing sources to populate the 2-1-1 system. The State intends to enhance that data over time with additional updates and information from other data sources.

6. Content Maintenance and Updates:

- 6.1 The State anticipates entering into an initial contract for content maintenance and enhancements with the organization(s) from which the State acquires the initial core data for the system. Critical service providers (i.e., The State of Arizona Governor's Office of Homeland Security (OHS)) will have password access to update the system directly. The balance of the service providers will submit updates electronically for review and posting. Content update reminders will be generated by the system. A complete audit trail of updates, including the user ID of the person modifying the system, will be maintained.

7. Outsourced Hosting:

- 7.1 The State intends to outsource hosting of the 2-1-1 system to a hosting contractor that has a robust and secure hosting environment.


8. Competitive RFP - System Development:

8.1 Developer:

- 8.1.1 The State will select an experienced contractor to develop the Phase I system based on a competitive solicitation that will contain specific evaluation criteria.
- 8.1.2 The State will request information from potential vendors, including:
- Proposed project plan and related deliverables (i.e., timeline, support and training plan, etc.).
 - Experience of and positive references about the company and the proposed project team, in regard to similar systems and related technologies.
 - Pricing for development and system maintenance, etc.

8.2 System Components:

- 8.2.1 *Links to Other Web Pages* – The 2-1-1 system will act as a doorway, providing a host of links to existing sites for health and human services, homeland security, volunteer/ donation management, government services, transportation information, etc.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 10 OF 100	


- 8.2.2 *Provider Database* – The service provider database portion of the 2-1-1 system will include standard listing information and services descriptions, as well as hours of operation, intake procedures, eligibility and documentation requirements, availability/wait list information, taxonomy category, related keywords, volunteer needs and contact information, fee structure, etc.
- 8.2.3 *Emergency Response Interface* – The 2-1-1 system will display public service announcements to inform citizens about “unusual incidents,” emergency safety bulletins, public health or bio-terrorism alerts, etc. In the event of emergencies, the system will be updated, as appropriate, by State emergency personnel. More detailed instructions, specific by geographic area, will be available through the system.
- 8.2.4 *Give Help* - The system will enable citizens to link to volunteer and voluntary service management organizations who can identify service providers in need of assistance. In addition, the service provider database will list volunteer coordinator contact information to enable citizens to contact service providers to volunteer directly with their organization.
- 8.2.5 *Phases II and III Functionality* - Proposed future functionality will be described in some detail in Attachment A to this RFP. Phases II and III functionality are subject to review, modification and approval by the Governor’s Council on 2-1-1.

Phase II/III functionality described in this RFP relates to call centers, referral and assessment systems, virtual case management functions and enhancements to the Phase I system. Some of the possible enhancements to the Phase I system include language selection options, unusual incident reporting, volunteer and donation management, threat identification/risk mitigation tracking, service gaps identification, etc.

8.3 System Navigation:

- 8.3.1 *Access Points & Navigation* - The 2-1-1 web site will be accessible from any location having access to the Internet/World Wide Web. The contractor will advise the State regarding features and functionality of the proposed system that will enable or impede the system from being accessed by or of utility to communities in remote areas of the State. The system will be intuitive and easy to use by customers, caseworkers and service providers.
- 8.3.2 *Searching* - The system will provide search capabilities, such as: “Where do you need services?” “What services do you need?” “Which service provider do you want to locate?”. The system will provide advanced search capabilities, such as keywords, taxonomy category, target age group, etc. The system will incorporate full text indexing, which will allow the user to search on any word in the database.

The search process will make it easy for an individual who does not have computer experience to search for and identify potential services. Keywords, graphic images, pictorial characters, or symbols (e.g., food services, medical support services, child care, etc.) will be used, where

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 11	
		OF 100	

practical, to facilitate easy navigation. The system will include an initial self-help subsystem that will pose a series of questions to assist clients to find appropriate resources. The client will have the option of printing the specific detailed selection or all selections returned as a result of the search.

8.4 Standards:

- 8.4.1 The system will comply with all relevant defined national Alliance of Information and Referral Systems (AIRS) standards as well as all Information Technology (IT) policies, standards and procedures (PSPs) implemented by the State of Arizona. The user interface will comply with applicable State of Arizona standards adopted in regard to Section 508 of the Federal Rehabilitation Act of 1973, as amended (Section 508) and related rules, regulations and standards.
- 8.4.2 In Phase II, the system will gather client information and will therefore also be designed to comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA) and related regulations and guidelines.

8.5 Technology:


- 8.5.1 *Design* - The system design will be consistent with State of Arizona web design guidelines which can be found on the Government Information Technology Agency (GITA) web site at http://gita.state.az.us/digital_gov/styleguide_template.htm.
- 8.5.2 *System Requirements* - The system will be a web-based application based on a relational database and N-tier architecture that is consistent with the hosting environment. The application will support multiple browsers, including AOL, Netscape, Internet Explorer, etc., in their current release and two previous major releases. The system will include security controls consistent with State standards.

The system will include extensive system administration capabilities to add, change and/or delete links to other web-based systems and for overall system maintenance.

- 8.5.3 *Reporting* - The system will provide capabilities to produce a series of standard and ad-hoc reports.

8.6 Operations:

- 8.6.1 *Maintenance* – System support will be provided by the contractor. The State anticipates entering into an initial contract for content maintenance and enhancements with the organization(s) from which the State acquires the initial core data for the system. Should the State determine to support the system in the future, the contractor will provide support and training to migrate the system to the State.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 12 OF 100	

8.6.2 *Documentation, Installation and Testing* – Documentation, installation and testing are the responsibility of the contractor. Documentation is subject to State approval and the State will also perform its own tests on the system prior to acceptance.

8.6.3 *Performance* - The contractor will establish a formal, documented change control process for all aspects of the project. The contractor will monitor system performance to ensure that clients are obtaining timely responses.

8.6.4 *Training* - The contractor will provide training to State personnel or representatives, such as content managers, on the proper use of the system (including web and content updates, etc.). Should the State determine to support the system in the future, the contractor will provide additional training to the State to enable the State to maintain the system.

8.7 Special Terms:

8.7.1 *Pricing* – The contract will contain deliverables-based pricing plus hourly rates for data loading/ cleansing and on-going maintenance and upgrades.

8.7.2 *Development Timetable* – The development timetable will be bid by the Offerors and agreed to by the State.

8.7.3 *Term* – The contract will have a 2-year initial term, with three optional 1-year extensions.

8.7.4 *Performance Guarantee and Software Warranty* – The State will require a performance guarantee and software warranty.


8.7.5 *Ownership* - The State will own the system and the related service provider data.

II. PROJECT DESCRIPTION:

1. Purpose:

1.1 The State of Arizona desires the development of a state-of-the-art, browser-based application, in support of Arizona's 2-1-1 system, through contracting with a vendor having the proven ability to develop complex database and web-enabled systems. The system shall also be used as a reference site for emergency services from OHS and ADHS to allow easy access to critical communications and directions in the event of emergency situations.

1.2 The overall objective of the new system is to provide more efficient and effective information and referral to both public and private social/human services, as well as to link to centralized disaster information networks for use in times of crisis. The long-term vision for the 2-1-1 project is integration with larger State government reform initiatives to streamline the social service delivery system and improve access to vital homeland security and social service information across public-sector and private-sector lines.


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 13	
		OF 100	

2. **Vision, Mission and Goals:**

- 2.1 The Vision, Mission and Goals of the 2-1-1 project are defined in detail in the 2-1-1 Strategic Plan which can be found at <http://www.az211.gov/strategicplan.pdf>. In summary, the fully-implemented 2-1-1 system would integrate information about a wide variety of health and human services through a single information network that would easily be accessed by the public at large. The 2-1-1 system would also act as a disaster information network in times of emergencies or disasters to connect citizens to critical public health resources, relief services, volunteer and donation opportunities and charitable organizations. This use of 2-1-1 is specifically articulated in Arizona's homeland security strategy documents, *Securing Arizona: a Roadmap for Arizona Homeland Security*, which can be found at http://www.governor.state.az.us/press/Securing_Arizona.htm and *The 2004 Arizona State Homeland Security Strategy*, at [http://www.homelandsecurity.az.gov/documents/Arizona%20SHSS%20\(Public\).pdf](http://www.homelandsecurity.az.gov/documents/Arizona%20SHSS%20(Public).pdf).
- 2.2 Communication with partner agencies and the public will be enhanced by the database and the web site, enabling public safety and law enforcement to better address the spread of rumors while collecting and dispersing accurate information in times of crisis. A 2-1-1 system offers an easy, effective alternative for non-emergency 9-1-1 calls. This is of paramount importance since some communities report a significant percentage of the calls to 9-1-1 systems are for non-emergency assistance (including calls that could be handled by 2-1-1).
- 2.3 Goals of the Phase I 2-1-1 system are to:
- 2.3.1 Expedite easy, efficient and effective access to health and human services information.
 - 2.3.2 Increase the public's ability to find services by using proven technologies and best practices.
 - 2.3.3 Enhance homeland security, crisis preparedness and disaster response information available to the public.
 - 2.3.4 Provide comprehensive and high quality public health, bio-terrorism, and emergency information through access to authoritative sources.
 - 2.3.5 Make information available to citizens regarding opportunities to volunteer and give help.

3. **Phased Implementation:**


- 3.1 The system shall be developed and implemented in phases so as to provide support for the following functions in the order defined:
- Phase I: Internet browser access by citizens with search functions to Provider database.
 - Phase II: Call center access, client self-registration and enhanced assessment functions.
 - Phase III: Further enhancements to database and call center operations.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 14 OF 100	

- 3.2 The Phase I system will be accessed through an Internet web site that provides a comprehensive database search and directory of public and private programs, social service providers, charitable organizations, emergency responders and homeland security resources. In Phase II, the system will also be accessed through dialing “2-1-1 statewide to call centers that will utilize the service provider database to find resources for citizens.

4. **Phase I:**

- 4.1 In Phase I, the State will develop a comprehensive, statewide database of public and private community, social service, charitable organization, homeland security, and other public health and safety information that will be administered by AHCCCS. Eventually, the database will serve as the foundation for the information that operators in 2-1-1 call centers will use for referral and case management.
- 4.2 In Phase I, this information will be made available to the public via the 2-1-1 website. It is anticipated that public and private social service caseworkers will use this information extensively in assisting their clients in navigating the social service system. The database will also contain information about volunteer opportunities so persons can determine how to give help – especially in times of disaster or crisis.
- 4.3 The 2-1-1 website will be linked to other existing systems that provide more detailed information, such as eligibility screening and other public and private on-line services. The website will also provide homeland security, public health and safety threat information to the public.
- 4.4 The Phase I system shall be designed to accommodate the combined requirements of health and human services and homeland security, including the provision of information to the public regarding the following anticipated types of services:
- 4.4.1 Basic Human Needs, including but not limited to: food banks, clothing closets, homeless shelters, rent assistance, utility assistance, meals on wheels, food stamps, transportation.
 - 4.4.2 Physical and Mental Health, including but not limited to: health insurance programs, Medicaid (AHCCCS), Medicare, maternal health, Children’s Health Insurance Program, medical information lines, crisis intervention services, support groups, counseling, drug/alcohol intervention/rehabilitation.
 - 4.4.3 Domestic Violence, including but not limited to: shelters, medical care, legal help, job training, counseling.
 - 4.4.4 Children, Youth and Families, including but not limited to: area schools, child care, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services, legal services.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 15 OF 100	


- 4.4.5 Charitable Organizations, including but not limited to: volunteer and donation opportunities with charitable organizations and disaster relief organizations.
- 4.4.6 Disaster Relief/Emergency Response Support, including but not limited to: where to get help, victim assistance, where to volunteer or donate resources, emergency services, crisis counseling, temporary shelters, evaluation information.
- 4.4.7 Bio-terrorism Related, including but not limited to: medical attention, mass prophylaxis, CDC and health department alerts and bulletins.
- 4.4.8 Job Programs, including but not limited to: financial assistance, unemployment information, job training, transportation assistance, education and training programs.
- 4.4.9 Elderly and Persons with Disabilities, including but not limited to: adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation, homemaker services.
- 4.5 The Phase I system, as proposed and delivered, shall function in accordance with defined requirements, yet be scalable to meet the future requirements of Phases II and III without major redesign or modification. Phases II and III functionality, as well as possible future enhancements to Phase I, are defined in some detail in Attachment A to this solicitation. It is critical that vendors fully consider all current and future requirements described in this document in providing response to the Phase I submission.

III. DETAILED PHASE I REQUIREMENTS

1. 2-1-1 System Access & Navigation:

1.1 Access Points & Navigation:


- 1.1.1 The system shall have the capability to select, store and display information and be accessible from multiple locations, including free-of-charge sites (end-user workstations), using the Worldwide Web/Internet Protocol communications. This includes sites such as public agencies, libraries, schools, food banks, chapter houses and other locations on Native American reservations, etc.
- 1.1.2 The system shall be intuitive and easy to use by the end customers, 2-1-1 operators and caseworkers. The system design shall facilitate the ability for indigent or needy individuals to access and operate the system and view or print search results from it.
- 1.1.3 The system shall be designed to enable existing I&Rs, caseworkers, and other health and human service professionals to utilize the system to direct clients to resources. In addition, the system shall be used by call center operators, once 2-1-1 call centers become operational.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 16 OF 100	

- 1.1.4 The home page of the Phase I system shall have a link to a Spanish version (in a dialect familiar to most Spanish-speaking customers in Arizona) of the main informational pages. These pages will route inquiries to existing call centers manned by Spanish-speaking operators, if available, for referral to relevant service providers.
- 1.1.5 The system shall include online help features, describing the functions behind the icons, and system links, etc., as well as error messages identifying next steps when the user encounters problems.
- 1.1.6 The system shall include functionality (similar to that of Windows Explorer) that includes a back button for returning to the previous screen viewed.
- 1.1.7 The system shall display the web site being accessed by the user and identify when the user has left the 2-1-1 web page(s) and is viewing service provider or linked web pages.
- 1.1.8 The system shall provide for customer self-service via the Internet. In addition, the system shall provide the ability for the customer to submit an e-mail message asking for information and/or 2-1-1 assistance and/or to provide comments on or recommendations for improvements to the website.. The system shall display, on the home page, telephone number(s) for obtaining assistance, as available.
- 1.1.9 The system shall have screens which enable a service provider to submit content updates for review, approval and posting by the State. The system shall allow a service provider to only update selected fields that have changed and submit those changes only. The system shall request an e-mail address and other contact information from the person updating the system to enable the State to (a) validate the information provided, as necessary and/or (b) send a confirmation when the update has been posted to the system.
- 1.1.10 The system shall include a site map.

1.2 Links to Other Web Pages:

- 1.2.1 Users clicking on (selecting) service provider Internet links shall have the ability to return to the display process and resume processing at the point where they clicked on the link without losing data. This shall be accomplished by opening the Internet link in another window and/or other means designed by the Contractor.
- 1.2.2 The system shall provide linking capabilities to service provider organizations and other linked web pages in order to access the information and services offered through these sites (e.g., program pre-screening or eligibility determination systems and application, such as Arizona Self Help Benefits Check-up and other online applications).
- 1.2.3 The system home page shall provide a link to/from disaster response, homeland security and public safety organizations, including the Arizona Counter Terrorism Information Center,


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 17 OF 100	

ADEM, DPS and ADHS web pages, for emergency preparedness, and/or obtaining critical response information and directions. The system shall include a capability on the home page to link to existing forms (as available) to record “unusual incidents” regarding homeland security-related activities.

- 1.2.4 The system shall provide links to/from the CDC web pages for up-to-date information on emerging health threats (e.g., SARS, West Nile, etc.).
- 1.2.5 The system shall provide links to/from ADHS as well as other State, county and city departments for health alerts and advisories and information regarding mass vaccination clinics during routine (i.e., flu) or unusual disease outbreaks.
- 1.2.6 The system shall provide links to/from clinics, hospitals and other sources of proper medical assistance for routine or crisis care.
- 1.2.7 The system shall provide a page of urgent need health and human services (i.e., homeless shelters, domestic violence shelters, etc.) with simple instructions and tips for finding this information on the system quickly and/or referrals to hot lines and resource referral organizations for more detailed, personal referrals to handle immediate needs.
- 1.2.8 The system shall provide links to/from service providers’ web pages and related capabilities upon selection from the user. The system shall provide links to/from websites facilitating donation management and organization of volunteer opportunities.
- 1.2.9 The system shall provide links to/from 2-1-1 web-based systems and related capabilities in other states, subject to limitations in the ability to link ‘from’ certain states’ systems not developed using open architectures.
- 1.2.10 The system shall provide links to/from national human services and homeland security organizations’ web pages and capabilities. The system shall provide links to/from appropriate federal, state and local government organizations’ web pages.
- 1.2.11 The system shall provide links to public transportation websites (e.g., bus, etc.) for schedules and other sites to obtain driving directions. The system shall also link to <http://www.AZ511.com> for information on road, transit, airport and related transportation conditions.

1.3 Emergency Response Interface:

- 1.3.1 An important function of the 2-1-1 system is to alert citizens of emergency situations and how to deal with them through public announcements accessible from the 2-1-1 home page. Emergency situations can be statewide or localized in nature, with few or many different incidents being managed concurrently. The system shall display public service announcements


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 18 OF 100	

and enable the citizen to “drill down” based on their location in the State to more specific announcements to address the unique challenges facing their community.

- 1.3.2 The system shall display public service announcements to alert the public of “unusual incidents,” protective and emergency safety bulletins, public health or bio-terrorism alerts. The information contained on these pages shall be easily and readily maintained and updated by authorized personnel. The number of pages that could be required for display as related to any given situation should not be restricted by the design of the system.
- 1.3.3 The system shall provide capabilities to limit the search for emergency response information to a particular city, county or zip code in order to obtain critical response instructions specific to their geographic area with a minimal amount of effort. For example, rather than getting a list of all mass vaccination clinics throughout the State, the system could display based on a client’s zip code the specific locations to obtain vaccines in the client’s immediate area.
- 1.3.4 The system shall display and highlight public health, bio-terrorism, emergency and homeland security response messages during an actual event on the home page through a direct link to the Arizona Counter Terrorism Information Center, ADEM, DPS, and ADHS web pages. The system shall display messages for disaster events and link to information specific to defined geographic areas as available. The user shall be able to click on “Learn More” or a similar link and additional specific bulletins and information shall be provided by the system.
- 1.3.5 The system shall provide access to public health, bio-terrorism and emergency information bulletins and health alerts from the CDC, ADHS and other health departments throughout the State, as appropriate to keep citizens statewide informed..
- 1.3.6 The system shall list where disaster victims can receive help and subsistence. Disaster relief organizations and government agencies offering services in times of disaster shall be included as service providers in the 2-1-1 system enabling citizens to search for additional disaster relief and subsistence services as well.
- 1.3.7 The system shall include capabilities for emergency information content and formats to be easily and quickly updated and modified by appropriate personnel, 24 X 7 X 365.

1.4 Look & Feel:

- 1.4.1 The system design shall be consistent with State of Arizona web design guidelines located at http://gita.state.az.us/digital_gov/styleguide_template.htm. The system design shall be approved by the State in accordance with the Project Plan.
- 1.4.2 The system shall provide maintenance personnel the ability to quickly and easily modify the design and/or content of individual or groups of web pages.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 19	
		OF 100	

1.4.3 The system shall contain a sponsorship page to acknowledge the sponsor's of the Project and the site, as appropriate.

1.5 **Phase II and III Functionality:**


1.5.1 The system must be able to be expanded to provide all of the Phase II and Phase III functionality described in Addendum B, without significant re-designs or re-structures.

2. **2-1-1 Comprehensive Information and Referral:**

2.1 **Service Provider Directory:**

2.1.1 The system shall allow for the entry and maintenance of standardized service provider profile information to include, but not be limited to, the following data elements:


- Provider control numbers or unique identification values (such as Federal Employer Identification Number) (see Section 2.1.4)
- Organization name (legal name)
- Service address
 - Service site street address
 - Service site city
 - Service site state
 - Service site zip code
 - Service site county
 - Linkage to map of site address
- Mailing address
 - Mailing address street address
 - Mailing address city
 - Mailing address state
 - Mailing address zip code
- Service site phone number
- Service site TDD/TTY
- Service site alternate phone number
- Service site fax phone
- Contact name(s)
- Contact title
- Contact e-mail address
- Area(s) (i.e., cities, counties) served
- Provider Internet site link address
- Provider purpose statement
- Taxonomy category(ies)
- Keywords relevant to services provided
- Service(s) description (site specific; short textual description)

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 20 OF 100	

- Service facility type (e.g., hospital, adult school, etc.)
- Hours of operation
- Types of fees
- Method of payment
- Insurance taken (Y/N)
- Languages spoken
- Target population (i.e., ethnicity, religion, etc.)
- Target age group
- Handicap access
- Transportation availability
- Eligibility requirements and/or notes
- Program capacity information (i.e., number of beds, etc.)
- Intake procedures and requirements
- Documentation requirements
- Availability/Wait list information
- Helpful tips
- Urgent needs serviced (Y/N)
- Legal status (government, non-profit, for-profit, unincorporated)
- Affiliation information (agency, program, this service)
- Operating agency
- Funding source(s)
- Volunteer need code
- Volunteer contact information
- Date of last update/review
- Update cycle (i.e., annual, quarterly, monthly, weekly, daily)
- Authorized to Post (Y/N)
- Display date (which can be scheduled as a future date)
- Identification code of organization authorized to update the record
- Identification code of person who performed last update

2.1.2 Service providers shall include government and private health and human service organizations, as well as homeland security, emergency management, public health, disaster relief and other organizations critical to emergency preparedness and response. It is estimated that there will be a large number of entries providing a statewide directory of organizations offering the types of services described herein.

2.1.3 The system shall include primary-level and secondary-level organizations based on the data contained in the service provider database. Primary organizations are those with defined entry points for people (e.g., food stamp program and cash assistance program, AHCCCS Medical Insurance Program, etc.). Secondary organizations are those that provide services to people that have already been approved for another program (e.g., child care services dependent upon being eligible for the Cash Assistance program).

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 21 OF 100	

2.1.4 Provider control numbers or unique identification values (such as Federal Employer Identification Number) shall be established in order to manage the entry of information into the system in a logical manner.

2.1.5 The database shall contain a separate table for information regarding organizations responsible for updating and maintaining the system. This table shall include the following:

- Unique identification code for organization authorized to update database content
- Organization name
- Phone number
- Fax number
- E-mail address

The database shall also contain a related table of persons working for the organization responsible for updates who perform the updates to enable tracking of changes to the system.

2.1.6 As appropriate for health and human service related search functions, keywords in the system shall link to AIRS taxonomy listings to enable searching of the system without degrading the quality of the underlying database structure.

2.1.7 Providers shall be able to describe and record the types of services offered in the database both per taxonomy definitions and by keywords.

2.1.8 Providers shall be able to record and update multiple entries for separate identification of services and service delivery sites without having to re-input information that does not vary across service sites.


2.1.9 Content entry field sizes shall be of sufficient size to allow entry of sufficient descriptive information to avoid any confusion about the services offered to potential clients.

2.1.10 To the degree possible, all variable application factors/entries shall be driven from user-updatable tables. The ability to update the information in these tables shall be controlled by system security through user IDs and be available 24 X 7 X 365.


2.2. Data Entry and Update:

2.2.1 All data entry screens shall provide the ability to make data validation edits to ensure accuracy of data entry.

2.2.2 Validation screens shall clearly indicate when data is missing. Database fields shall be defined so that incorrect information will not be input, to the extent practical. For example, the zip code table will only allow the input of numbers, not letters.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 22 OF 100	

- 2.2.3 Selected database fields will be required before a database record will be displayed by the web application, but the database will allow entry of records with minimal information.
- 2.2.4 The system shall provide the ability to restore information on any given window in order to correct a data entry error. This function may operate like an “undo” at the field level or can be addressed at the window level through a “restore” command. Users shall have the ability to either cut and paste or copy entries between multiple site entries providing the same services at different locations in order to speed the content entry process.
- 2.2.5 The system shall allow the service provider to create or establish effective dates for updates and deletes to information (content) contained in the system.
- 2.2.6 The system shall provide the capability to register new service provider organizations with the assignment of appropriate access passwords for content entry. Most content entry shall be staged for review by an approval authority prior to movement to the production environment to ensure that only appropriate content entries and services are made. Content updates are likely to happen daily on the service provider database, though an individual record may only be updated or reviewed for needed update twice a year.
- 2.2.7 Utility services shall be provided for the movement of staged entries to the production environment with audit trail information that indicates the time, date, and individual taking the action. All content maintenance actions shall be subject to the same content review and approval process with the exception of selected organizations, which shall have direct information posting abilities.
- 2.2.8 Selected service providers shall be able to access and maintain their organizations’ data using a user ID number and password, issued and maintained by the State. Updating of service provider information shall be accessible 24 X 7 X 365, with the exception of scheduled system down time which should be minimal, in accordance with the approved Support Plan.
- 2.2.9 The system shall generate reminders to update service information in the service provider database at regular intervals. The system shall have automated processes to encourage service provider resource data to be updated at least twice annually and in other cases more often, based on the update cycle designation in the provider database. The system shall create notices regarding when service provider information is due for review for currency. If service providers have provided e-mail addresses, the system shall be able to send the update notice electronically to the service provider.
- 2.2.10 The system shall provide a complete audit trail of changes/modifications to service provider information in the database, including the date, time, and user ID of the authorized organization and individual performing the modification.
- 2.2.11 The State shall provide assistance in updating service provider information for entities that do not have direct computer access to the 2-1-1 system.


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 23	
		OF 100	

2.3 Search Options & Types:

- 2.3.1 Based on the multiple-purpose usage of the planned system, it shall be designed to allow different system search options to satisfy the needs of different users. The search options provided for individuals seeking to volunteer their services to organizations shall differ from those useful for persons seeking health and human services and those dealing with homeland security incidents. The system's search capabilities shall be designed to satisfy all of these different and varying requirements.
- 2.3.2 The website shall provide easy-to-use search instructions.
- 2.3.3 The system shall locate records with the use of a structured search feature and the records shall be located by searching on any field or combination of fields to limit the response. Searches shall be able to be made on partial fields or keywords.
- 2.3.4 The system shall provide users with the ability to search the content of service provider entries with a wide range of search options that are easy to use and understand. The meaning and use of the search criteria are critical to the success of the system in matching client needs to available services.
- 2.3.5 The system shall include a user-friendly search engine that shall support the meaningful searching of service provider content by system users for services, based on defined search criteria. The system search capabilities will be multi-tiered to allow for (1) self-directed searches (as described in Section 2.4 of this Scope of Work) and (2) initial problem assessment and computer-assisted searches (as described in Section 2.5 of this Scope of Work).
- 2.3.6 The system shall be designed to provide the greatest possible flexibility to users in selecting search options and identifying major categories of services or service providers.

2.4 Self-Directed Searches:

- 2.4.1 The system shall provide, at a minimum, the following primary search capabilities for health and human services, by single category or any combination of the following categories:
- Provider name
 - Location (i.e., county, city) of services
 - Services needed
 - Keyword(s)
- 2.4.2 The system should provide the following advanced search capabilities:
- Target population
 - Target age group
 - City location

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 24	
		OF 100	

- State location
- County location
- Distance from zip code
- Taxonomy category
- Taxonomy ID


2.4.3 The system shall provide a means for citizen volunteers to determine service providers in need of assistance (searching by volunteer need code) and whom to contact at the provider for information (provider database listing of volunteer coordinator). In addition, at times of crisis or emergency, information regarding organizations in need of volunteers shall be available through features designed in the system for emergency response information.

2.5 Computer Assisted Searches:

- 2.5.1 The system shall include a cross-reference directory that organizes the provider database in a logical manner to enable users to drill-down to desired services and that can be accessed during searching.
- 2.5.2 The system shall provide a wizard or decision tree functionality that assists the user in determining the specific service or service provider organization being sought through a hierarchical search process.
- 2.5.3 The system shall include an initial problem(s) assessment subsystem that poses a series of questions to the user and applies the responses to rules to determine the general service type and category the user is trying to identify. This service category shall be displayed to the user for search selection, following the self-screening assessment.
- 2.5.4 All users shall have the option to be routed through the self-screening assessment module; however, service providers shall have capabilities to suspend or by-pass this module upon entry to the system.

2.6 Search Results:

- 2.6.1 The results of the search process shall be retrievable by a variety of methods including the following:
- Alphabetically by service provider name (including related acronyms or abbreviations).
 - Types of service provided.
 - Target populations served.
 - Areas served.
- 2.6.2 The results of the search process shall also be retrievable by the following methods:


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 25 OF 100	

- Language(s) spoken (other than English).
- Types of fees (to allow no cost, low cost, sliding fee scale, fee based).
- Handicap access.
- Legal status of the organization (government, nonprofit, for-profit, unincorporated group).

- 2.6.3 As a result of the search process, the system shall provide a list of potential selections providing meaningful high-level identification information (likely 10 listings) to the system user. It shall also display the number of additional entries and pages available for viewing.
- 2.6.4 The system shall provide the user with the option of selecting and displaying the detailed content information of a given service provider or returning to the list or the search process.
- 2.6.5 The system shall provide the user with the option of printing the specific detail selection or all selections returned as a result of the search in a readable format when a printer is available.
- 2.6.6 The system shall organize and display service provider information by geographical area within the radius (number of miles) chosen by the user in a drop-down menu. The system shall display appropriate information within 5, 10, 50 and 100 miles from the user's zip code area.
- 2.6.7 The system shall have the ability to print a map that identifies the location of the service provider's site.
- 2.6.8 The system shall be designed to allow the system administrator the ability to delete or suspend the display of selected service provider entries.

2.7 Reporting:

- 2.7.1 The system shall provide capabilities to produce a series of standard and ad-hoc reports. The system shall provide standard and ad-hoc reports a) usable by State managers and other personnel to aid them in decision-making, b) for service providers and 2-1-1 research analysts to extract and manipulate statistical data on usage levels and patterns, and c) for administrators to schedule content updates based on periodic update cycles.
- 2.7.2 The system shall track and log queries related to public safety, homeland security, bio-terrorism and other related information. The log will be sent or made available on-line to the Arizona Counter Terrorism Information Center.
- 2.7.3 The system shall provide ad hoc reporting capability for State personnel to select fields and print reports showing the frequency of fields selected. This capability shall also enable personnel from the Arizona Counter Terrorism Information Center to produce ad-hoc reports on homeland security-related incidents and trends, upon demand.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 26	
		OF 100	

- 2.7.4 The system shall track content updates and provide statistics on new and updated records by authorized content update organizations so the State can track such update and enhancement activities.
- 2.7.5 The system shall provide on-line reporting capability such that system administration personnel are able to automatically schedule reports.
- 2.7.6 Reporting functions shall tabulate pages based on content types (derived from meta-tags) as well as by URLs.


3. **Standards:**

3.1 **AIRS Standards:**

- 3.1.1 The proposed system shall comply with all relevant AIRS standards (See www.AIRS.org/downloads/NewStandardsforweb10-02.pdf). This includes, but is not limited to the ability to:
- Ensure the provision of 24-hour coverage, year-round.
 - Ensure quality of service and inquirer satisfaction through appropriate follow-up.
 - Provide a computerized I&R database.
 - Demonstrate cooperative relationships with specialized information and referral organizations, crisis centers, other N-1-1s, where applicable.
 - Be able to develop linkages through protocol with appropriate clearinghouse agencies that may be able to provide services such as volunteer or donation management.
 - Use the AIRS/Info Line Taxonomy.
 - Be designed to enable compliance with other AIRS standards that will apply to call center operations once they are initiated in Phase II.

3.2 **IT Standards:**

- 3.2.1 The system shall also comply with all related State of Arizona IT PSPs, which can be found on the GITA website at http://www.azgita.gov/policies_standards and http://gita.state.az.us/policies_standards/html/P100_S103_Application_Software.htm. The relevant PSPs include, but are not limited to, security (P800), intellectual property (P252), applications and related software (P100-S103), etc.
- 3.2.2 The 2-1-1 Application and Databases shall be built using open architecture and industry-standard technology solutions in accordance with Arizona's Enterprise Architecture (EA) standards and consistent with the State's target technologies list at http://azgita.gov/enterprise_architecture/AZ_EA_Target_Technology_Table.htm.


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 27	
		OF 100	

- 3.2.3 The system display/user interface shall be compliant with Section 508 rules, regulations and standards consistent with the obligations of State organizations under Statewide Policy P130, Website Accessibility.
- 3.2.4 The 2-1-1 Application and all related pages shall be coded to be compliant with Hyper Text Markup Language (HTML) 4.01 Transitional standards (as detailed at <http://www.w3.org/TR/html4/> and <http://www.w3.org/TR/html401/sgml/loosedtd.html>), which were approved 12/24/1999.

4. 2-1-1 System Requirements:

4.1 Application Software:

- 4.1.1 The system shall be a web-based application having a back-end relational database using N-tier architecture that is consistent with the hosting environment and requirements described in Attachment B. It should have the ability to be enhanced to implement Phases II and III functionality as described in Attachment A.
- 4.1.2 The software shall be scalable, i.e., permitting the State to expand the system without reaching a maximum capacity for the software and allowing various components of the software to be upgraded, or adding additional application functions without sacrificing the integrity of any previously developed applications component.
- 4.1.3 The system shall be based on a flexible architecture that can readily be expanded to fully support Phase II and III functionality, yet be practical to implement in support of all Phase I requirements.
- 4.1.4 The application software shall be maintained from a central system library.
- 4.1.5 The application shall support multiple browsers including AOL, Netscape, Internet Explorer, etc., in their current version and in the two immediately prior versions.
- 4.1.6 As upgrades to the supported browsers are released, the Contractor shall upgrade the system accordingly as contemplated by the Support Plan (which shall require such changes within 30 days or, preferably, within a shorter time period) of the general release of the browser upgrade.
- 4.1.7 The system shall be capable of maintaining online operations during batch processing functions including file backup processing. The system shall be available 24 X 7 X 365 for users to perform Internet inquiries and to receive updates.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 28	
		OF 100	

4.2 Hardware Platform:


- 4.2.1 The vendor shall develop and test the system using an environment consistent with the hardware requirements for servers, workstations and networks to be utilized by the State to host and operate the application as described in Attachment B.

4.3 Security:

- 4.3.1 The platform device on which the system resides shall utilize virus scanning software in accordance with statewide standard P800-S860, Virus and Malicious Code Prevention.
- 4.3.2 The system shall include appropriate-level security provisions for access control and navigation. Access to the system shall be protected by unique user identification codes/passwords and applications shall allow assignment of access privileges by user for each record type. These controls shall meet or exceed the requirements of Statewide Standard P800-S810, Account Management and Statewide Standard P800-S820, Authentication and Directory Services.
- 4.3.3 The system shall provide an on-line means to assign, update or remove on-line access and authorization for individual users. These functions shall meet or exceed the requirements of Statewide Standard P800-S810, Account Management and Statewide Standard P800-S820, Authentication and Directory Services.
- 4.3.4 For appropriate functions, the system shall have the ability to track and monitor the use of client user IDs and passwords in a secure operational environment.
- 4.3.5 The system shall not be designed for the use of Instant Messaging or Internet Relay Chat to lessen security risks to the system.
- 4.3.6 The system shall allow for multiple security levels which shall allow the State to restrict screen access to various user levels and/or allow screens to be available at differing access levels to the public, staff, managers, service providers, etc. Database security shall have the ability to further control access at terminal, transaction and function level.
- 4.3.7 The system shall be designed to facilitate periodic content backups and appropriate disaster recovery and resumption of service in the event of a disaster.

4.4 System Utilities:


- 4.4.1 The system shall include administration and management software necessary to operate the system. This includes system performance and problem diagnostic tools.
- 4.4.2 The system shall provide the ability to schedule routine or pre-scheduled backup functions which do not require taking the system off-line.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 29 OF 100	

- 4.4.3 The database system shall permit the restoration of older backups and then allow a forward recovery using a transaction log with the ability of excluding selected transactions during forward recovery.
- 4.4.4 Any system restores shall maintain data integrity without data loss, regardless of whether the system was backed up with users online or not.
- 4.4.5 The system shall include extensive system administration capabilities to add, change and/or delete links to other web-based systems and for overall system maintenance. This shall include access to and updating capabilities to the service provider and web content.
- 4.4.6 The system shall include administration and management software that is necessary to operate the system. This includes system performance and problem diagnostic tools.
- 4.4.7 The system shall log errors using an open-standard logging facility for reference by the Hosting Vendor, Contractor and/or the State. The Contractor shall provide the Hosting Vendor and the State with reasonable log monitoring requirements.

4.5 Design Constraints:

- 4.5.1 All 2-1-1 system developed libraries shall be reentrant. All 2-1-1 system standard libraries that are non-reentrant shall be protected against threads making damaging calls.
- 4.5.2 The 2-1-1 system shall not use hardware-specific libraries that would limit portability.
- 4.5.3 The 2-1-1 system shall not require kernel modifications or vendor-specific extensions.
- 4.5.4 Use of vendor-specific or non-standard functions in the 2-1-1 system shall be minimized. Any such instances shall be well documented, and isolated to functional modules, which may be easily replaced.
- 4.5.5 The 2-1-1 system software components shall handle exceptions
- 4.5.6 The 2-1-1 system shall be designed so that a failure in an instance of any subsystem will not result in total loss of service to web users.
- 4.5.7 The capability to spawn multiple processes and support multiple threads shall be supported by the 2-1-1 application's design.
- 4.5.8 All session data related to the 2-1-1 application shall be serializable to facilitate seamless backup/failover operations.
- 4.5.9 User interfaces in the 2-1-1 system shall be consistent in display and messaging.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 30 OF 100	

4.5.10 The system shall have the ability to measure page hits based on content types through meta-tagging on HTML pages.

5. System Operations:

5.1 Installation:

- 5.1.1 The Contractor shall provide documented installation and migration procedures, including scripts, to move the application and database from the test to production environment. The Contractor's proposed installation and migration procedures are subject to the State's review and approval. The State will review the procedures with its hosting organization prior to providing comment and/or approval to the Contractor.
- 5.1.2 The Contractor must obtain approval of its procedures (from the State) before the application is migrated from the test to the production environment.

5.2 Acceptance and Performance Testing:


- 5.2.1 The Contractor shall provide the template and training for developing test cases, including scripts, to ensure the application is thoroughly tested by a State appointed test team before the application is migrated to a production environment.
- 5.2.2 The Contractor shall provide access to its test environment for the State to perform acceptance testing.

5.3 Loading and Cleansing of Data:

- 5.3.1 The Contractor will be required to load and, to the extent specifically requested, cleanse data into the system during initial development and from time to time thereafter.
- 5.3.2 The formats of this data will vary widely and the Contractor must be able to load or convert and then load many types of data into the system.
- 5.3.3 The Contractor's requirements for cleansing the data shall be defined in more detail when the data is available to the State and the Contractor for inspection. The Support Plan for the system shall be updated from time to time, as appropriate, with the State's approval to reflect these loading and cleansing activities.

5.4 Reliability and Availability:

- 5.4.1 System operational use time shall be at least 99.9% annually (24 hours a day, 7 days a week). The system shall operate in an unattended environment. The 99% measurement only relates to the application and database; the Contractor is not responsible for hosting site infrastructure.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 31 OF 100	


- 5.4.2 The ability to perform minor repairs, routine maintenance, system checks, archiving and backups shall be accomplished without taking the system out of service.
- 5.4.3 Response times shall be one (1) second or less over a 56k modem for standard direct record access and screen-to-screen movement throughout the application. For the purpose of the criteria, 98% of all transactions should be considered standard. Complex transactions must be three (3) seconds or less. All times contained herein are targets. Notwithstanding the foregoing, online requested reports need not be included in either category; however, the processing of these reports shall not degrade the interactive response time below the thresholds listed above.

5.5 **Performance:**


- 5.5.1 The system shall enable the monitoring of overall performance in order to ensure that all users are able to obtain timely response to inquiries for information.
- 5.5.2 The Contractor shall provide the Hosting Vendor and the State with technical information, including any scripts and tools, required to confirm that the application is functioning correctly, procedures to diagnose the application's failure modes (with corresponding corrective actions), and technical information to confirm the failover and recovery attributes of the application.
- 5.5.3 The Contractor shall provide the capability to restore system data, such as procedures and programs to enable rapid recovery from hardware or software failure restoring to the most recent backup data available.

5.6 **Maintenance:**

- 5.6.1 The Contractor shall have staff available and accessible for receiving questions and/or issues from the State between the hours of 7:00 A.M. and 6:00 P.M. (Mountain Standard Time) Monday through Friday (except State holidays) throughout the term of the Contract.
- 5.6.2 The Contractor shall provide an emergency contact 24 X 7 X 365 throughout the Contract term.
- 5.6.3 Once the system is delivered by the Contractor and accepted by the State, if the system fails to perform in accordance with the system requirements set forth herein, the Contractor shall be required to rectify performance and remedy any problem that hinders the system operation in accordance with system requirements, at its expense, within 3 business days. This performance guarantee remains in effect for the later of (a) duration of the Contract term or (b) one year after State acceptance of any major development work performed by the Contractor, including the initial system and any significant upgrades to the system developed by the Contractor.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 32	
		OF 100	

- 5.6.4 The Contractor shall provide production application support in accordance with the Price Schedule and the Support Plan approved by the State.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 33	
		OF 100	

5.7 **Documentation and Change Control:**


- 5.7.1 The Contractor shall provide relevant and complete administration, user, and software documentation in sufficient detail to enable the State to fully manage, maintain and modify the system, over time, without the need for involvement by the Contractor's personnel. For purposes of the warranties and the delivery requirements in this Contract, software documentation means well written, readily understood, clear and concise instructions for the software's users, system administrator and any future developer(s). The software documentation shall provide the users of the software with meaningful instructions describing how to take full advantage of all of the capabilities designed for end users. The system documentation shall also include installation, system design and administration documentation for a system administrator or developer to allow proper control, configuration, modification and management of the software.
- 5.7.2 The Contractor shall establish a formal, documented change control process that is approved by the State for all aspects of the project to prevent scope creep and to ensure the timely completion of all activities.
- 5.7.3 The Contractor shall provide the Hosting Vendor and the State with documents containing the technical information required to define and confirm system resources required, performance attributes, connectivity required and other such requirements.
- 5.7.4 The Contractor shall coordinate changes/periodic updates to 2-1-1 application and database with Hosting Vendor. 2-1-1 database updates shall be provided to Hosting Vendor as scripts to execute locally or shall be executed remotely by Contractor.

5.8 **Training:**

- 5.8.1 The Contractor shall provide training to State personnel or representatives in regard to proper input of web and database content updates to the system, as well as any administrative functions required or requested.
- 5.8.2 At the time the State assumes maintenance of the application, the Contractor shall provide training in accordance with the approved Training Plan to ensure the State is self-sufficient in handling all aspects of the application.

6. **Requirements Related to State Web Portal Hosting Only:**

- 6.1 The State of Arizona has a robust hosting environment available to it through the Arizona Web Portal. The State is likely to place the 2-1-1 application on that infrastructure. The Contractor shall comply with all of the following development requirements if the State chooses to use the Web Portal (though these requirements will not apply if an alternative hosting plan is selected):

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 34 OF 100	


- 6.1.1 Applications shall be Java J2EE compliant. Elements of the 2-1-1 Application System developed in Java shall be written in the Java programming language, version 1.3. The 2-1-1 Application System shall conform to the programming standards defined by Sun for the Java Programming language – see: <http://java.sun.com/docs/codeconv/>.
- 6.1.2 Elements of the system developed as Java Servlets and Java Server Pages (JSPs) shall use Java Servlets API 2.2 or greater and JSP 1.1 or greater.
- 6.1.3 Script in the HTML pages shall be written in JavaScript.
- 6.1.4 The 2-1-1 database shall utilize Structured Query Language (SQL) and IBM DB2 application and client/server interfaces.
- 6.1.5 For clustering and failover purposes, all data placed in HttpSession shall be serializable. The amount of data in the session should be minimized for performance and scalability reasons.
- 6.1.6 The Secure Gateway part of the Web Portal Infrastructure, shall be used for all user authentication associated with the application.
- 6.1.7 2-1-1 application software updates shall be provided to Hosting Vendor as WAR files which are standard Web Archive files for packaging java applications.
- 6.1.8 The 2-1-1 Application System shall log any errors using the log4j standard logging facility (see <http://logging.apache.org/log4j/docs/>).
- 6.1.9 2-1-1 application and database updates shall be provided to Hosting Vendor in formats and procedures compatible with this Section 6 and with the requirements of Attachment B.
- 6.1.10 The 2-1-1 Application Systems shall incorporate existing hardware, software, and communications using Web Portal infrastructure frameworks and other middleware products described in Attachment B whenever possible to decrease the development and maintenance costs of the system.

7. Requirements Related to Alternative Hosting Plan:

While the State is reasonably likely to utilize the existing Web Portal infrastructure (in accordance with Section 6 and Attachment B), the State may consider awarding for an alternative hosting plan. Any alternative hosting plan would not be required to comply with Section 6 of this Scope of Work; however, such alternative hosting plan would be required to meet all of the following requirements:

7.1 Hardware, Software and Network Requirements:

- 7.1.1 The Contractor shall provide the hardware, software, and network infrastructure necessary to host the 2-1-1 application and database for the production environment.


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 35 OF 100	

- 7.1.2 The Contractor shall provide the State with an updated configuration of the Security, Hardware, Software, Application and Network environment for hosting within a week, whenever changes to the configuration occur.
- 7.1.3 The configuration shall include appropriate controls, uninterruptible power supply (UPS)/ generator backup, and redundancy to meet all availability requirements.
- 7.1.4 If the proposed hardware configuration or the internet connections for the system are to be shared by any additional users, the Contractor shall clearly identify the users and applications that will be sharing the environment and any potential processing conflicts or traffic issues that may result prior to such changes going into effect.
- 7.1.5 The hosting production environment shall have multiple connections to the Internet and shall be set up for failover from one Internet connection to the other. The Internet connections shall be suitable for the volume of users accessing the 2-1-1 applications. Any changes to the Internet connections must be agreed upon by the State.
- 7.1.6 The hosting production environment shall be flexible to support scaling of additional devices, such as servers, storage units and communication lines, if it becomes necessary.
- 7.1.7 The Contractor shall utilize appropriate firewall protection and system security, including intrusion detection, security logs, and virus scanning.
- 7.1.8 The Contractor shall collect and provide the State with web site statistics which could include, but not be limited to, the following:
- Activity at the site as measured by page visits, page views and page hits by day, week, month, quarter and year;
 - Visitor Internet Protocol (IP) addresses by day, week, month, quarter and year;
 - Peak traffic by hour of day and day of month;
 - Average traffic per hour by day, week, month, quarter and year;
 - Bandwidth usage by day, week, month, quarter and year;
 - Time to serve pages by day, week, month, quarter and year.


7.2 2-1-1 Hosting Services and Processes:

72.1 Standard Services:

- 7.2.1.1 Help desk support for hosting related issues shall be available 8:00 AM to 5:00 PM (Mountain Standard Time).
- 7.2.1.2 Monitoring of the system, including application and database hosting monitoring, shall take place 24 hours a day, seven days a week.

	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 36	
		OF 100	

- 7.2.1.3 The Contractor shall immediately notify AHCCCS when the system goes down for any reason.
- 7.2.1.4 The Contractor shall provide the State with an on-call contact number (available 24 hours a day, seven days a week) to notify the Contractor of any problems the State identifies that prevents citizen access to the 2-1-1 system after which the Contractor shall take corrective action to remedy all deficiencies.
- 7.2.1.5 The Contractor shall allow persons access to the applications with or without user login requirements, as appropriate for the data that is being requested.
- 7.2.1.6 Backups of the application, systems, and data shall be captured once every 24 hours.
- 7.2.1.7 Backups shall be stored off-site on a schedule agreed upon by the State under the hosting agreement. The Contractor shall restore data and files as required in coordination with State personnel.
- 7.2.1.8 The Contractor shall maintain and update its disaster recovery plan, as appropriate to provide for the security of the system.
- 7.2.1.9 Any backup and archival activities undertaken while the system is in use shall be performed without degradation of performance.
- 7.2.1.10 The Contractor shall provide a schedule to the State that includes times when backups are captured, how often backups are rotated off site, how long backups are kept and any mutually agreed upon, regularly scheduled downtimes for system maintenance. The schedule shall be provided to the State at least monthly so that the State always has a current schedule looking forward at least three months in advance.
- 7.2.1.11 The Contractor shall meet or exceed all requirements in Section 7.2 in accordance with the hosting agreement entered into between the State and the Contractor, as amended from time to time.
- 7.2.2 Application-Specific Processes:
- 7.2.2.1 The Contractor shall develop capacity requirements analysis for both the initial 2-1-1 application and any significant changes to it.
- 7.2.2.2 The Contractor shall conduct tests and run test scripts on test and production servers to certify a new or changed 2-1-1 application is ready for production.
- 7.2.2.3 The Contractor shall configure firewalls and routers in cases where the application must communicate with the State of Arizona's or its agent's computer systems.


	Scope of Work		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 37	
		OF 100	

7.2.3 Database Hosting Services and Processes:

- 7.2.3.1 The Contractor shall provide and configure any Virtual Private Network (VPN) to enable remote database connectivity and remote database management.
- 7.2.3.2 The Contractor shall initialize, configure and populate databases.
- 7.2.3.3 The Contractor shall upgrade databases, as the need requires.
- 7.2.3.4 The Contractor shall run scripts to test databases in test and production environment to certify a new or changed database is ready for production.
- 7.2.3.5 The Contractor shall configure database monitoring and monitor hosted databases.
- 7.2.3.6 The Contractor shall coordinate database server downtime for maintenance with the State.
- 7.2.3.7 The Contractor shall monitor and manage availability and reliability of hosted databases.

7.2.4 Availability:

- 7.2.4.1 The Contractor shall document and utilize a mutually agreed daily window during which any required system maintenance is performed. The daily maintenance window for 2-1-1 is to be used for emergency and scheduled maintenance, such as database and web server upgrades. These outages shall be not exceed 5 hours per week or 10 hours total per month or the lesser times agreed to in the hosting agreement.
- 7.2.4.2 Other scheduled downtime shall be coordinated with and approved by the State with at least 5 days advanced notice.
- 7.2.4.3 During scheduled downtime, when the Web Server remains up, the system shall inform end users of the status of the application, 2-1-1 hours of operation and an Arizona contact number in the event the customer wishes to contact the State.

 AHCCCS	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 38	
		OF 100	

PHASES II AND III FUNCTIONALITY


The system developed by the Contractor must be scalable to provide all of the Phase II and Phase III functionality listed herein, without significant re-designs or re-structures.

The functions are described below in detail to enable the Contractor to understand how the system to be developed is contemplated to be utilized in the future. The Special Instructions to Offerors requires each Offeror to describe any Phase II or Phase III requirements that the system will not be able to accommodate without significant re-design or re-structure.

All Phase II and Phase III functionality is subject to review, modification and approval by the Governor's Council on 2-1-1 contemplated to occur during the Planning Phase for Phase II described in the Strategic Plan.

1. 2-1-1 Call Centers and Related Functionality:

- 1.1 Phase II of the 2-1-1 Project will involve the creation of call centers that will utilize the service provider database and web site developed by the Contractor to respond to phone inquiries from the public and caseworkers.
- 1.2 A 24 X 7 X 365 help desk will be available for reporting and resolving system-related problems.
- 1.3 Phase II call center operations shall require creation and maintenance of a client/caller database that can be used for a combination of purposes, including call tracking and related records, client self-registration, and as a foundation for case management functions.
- 1.4 The enhanced Phase II system shall include a comprehensive client/caller database that is capable of meeting the processing and reporting needs of these processing environments. This database shall be used for recording and documenting all case management activities and case plans of clients.
- 1.5 The enhanced Phase II system shall provide for the input of client information obtained by call center or other authorized personnel from called-in inquiries to include, but not be limited to, the following:
 - General information about the inquirer/person needing services.
 - City and zip code, postal code or other geographical area indicator.
 - Relationship of the person needing services to the inquirer, if other than the inquirer.
 - Other information about the inquirer/person needing services:
 - Gender
 - Age group
 - Language (other than English) requirements.
 - Target population membership (e.g., disability, homeless).
 - First time/repeat inquirer.
 - Primary language
 - Type of service requested.

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 39	
		OF 100	


- Narrative description of the inquiry (notes).
- Unusual incident report? (U/N)
- Referral outcome:
 - Referral provided
 - Service gap recorded
 - Reason for service gap (e.g., no agency provides the service, available services not affordable, service not available in the required language).
- Organization(s) to which the inquirer was referred.
- Information about the inquiry:
 - Type of referral services provided (e.g., information referral, advocacy, or units of service).
 - Method of contact (e.g., letter, telephone call).
 - Source of information about the referral service (e.g., newspaper, TV, friend), when available.
 - Former contact with 2-1-1 program? (Y/N).
- Follow-up information:
 - Follow-up contact (inquirer, agency referred to or both).
 - Follow-up results (whether the inquirer received services and if not, why not).
 - Additional referral or other actions, if any.
- Information recorded by the system in addition to the above:
 - Unique identifier for the inquiry (transaction number).
 - Date of the inquiry.
 - Start and end times for the phone call.
 - 2-1-1 specialist(s) handling the inquiry.

1.6 Call center and other authorized personnel shall have access to 2-1-1 case management “client” data, based on appropriate security requirements, and the ability to record free-form case notes into the client record. To support case management functions, the client database may need to include additional data elements, such as unique client tracking number, date of birth, household and needs assessment information, street address, phone number, case manager information, etc.

1.7 Call center and other authorized personnel shall have the ability to make immediate referrals online (when available) to service providers for urgent situations.

1.8 Data collected for reporting purposes shall include, but not be limited to:

- Total number of incoming call or other types of inquiries.
- Type of service requested or the primary needs or problems of each inquirer.
- Statistics on the number and trends (hits) of “unusual incidents” reports by type, geographic location of user, date and time, etc., and other pre-programmed auto notification capabilities (e.g., keyword monitoring, phrase monitoring, etc.).

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 40	
		OF 100	


- 1.9 Once 2-1-1 call centers are in place, the system, at a minimum, shall generate reports that can be summarized to provide statistics by geographic area regarding types of calls (information, referral, crisis, volunteer, and advocacy), follow-up results, inquirer characteristics, service requests, service use, unmet needs, service gaps and duplications in services.
- 1.10 System data shall be accessible to all case management (call center or other authorized) personnel through selective searches and inquiries. Consideration should be given to creation of ad hoc inquiry and reporting capabilities.
- 1.11 Once 2-1-1 call centers are in place, the system shall provide a user the choice to be directly linked to 2-1-1 call centers for web-based operator and case management assistance.
- 1.12 Once 2-1-1 call centers are in place, the system shall provide a direct alert and link to other call centers for “critical emergency situations” such as domestic violence, homelessness, etc. For example, the user shall be able to click the mouse on a particular radio button or menu item to be directly linked with 2-1-1 call centers.

2. **2-1-1 Referrals System Enhancements:**


The Phase II referral system shall be accessible through the internet web site developed in Phase I, shall retrieve information from the service provider database developed in Phase I and enable clients to self-refer or to be referred by 2-1-1 call center operators, when available.

2.1 **Requests for Referrals & Submittal of Forms:**

- 2.1.1 The referral process shall include the self-registration of user (personal) information into the system and the completion of security and affirmation statements indicating intentions to share this information with service providers.
- 2.1.2 The system shall present a confidentiality agreement/affirmation statement and data sharing agreement to the user to approve prior to initiating the referral process or case management data collection and monitoring functions.
- 2.1.3 The information to be collected from the user/applicant shall be used to pre-populate the referral form(s) and if any unusual incident reports are developed, these reports as well. This information shall include, but not be limited to, the following:
 - Name
 - Address
 - Street address
 - City
 - Zip code
 - County


	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 41	
		OF 100	

- Linkage to map to site address
 - Mailing address (street address, city, zip code)
 - Date of birth
 - Social Security Number (if required)
 - Primary language which client speaks
 - Telephone number: residential (with prefix)
 - Telephone number: cell and other
 - Type of issues for which requesting referral
- 2.1.4 The system shall generate and identify a unique 2-1-1 Program Client Number and individual incident tracking numbers for referrals generated to service providers.
- 2.1.5 The system shall enable the user to enter personal information one time and return a comprehensive list of services that are applicable and available. [Note: Several states have a decision tree process that allows a user to enter personal information and returns information on where to receive one service such as food stamps or shelter. The user then must go back in and re-enter personal information again to get information on another service.]
- 2.1.6 The system shall include a standardized referral process and form(s) that can be used universally by all service providers. This shall be presented to the user following the search and identification of a service provider for the referral.
- 2.1.7 The system shall pre-populate the referral form with client data and include, but not be limited to, the following service provider information on the form(s):
- Type of issues for which requesting referral
 - Date of 2-1-1 Referral to service provider
 - Date and time of referral interview (if applicable)
 - Provider name
 - Service address
 - Service site street address
 - Service site city
 - Service site zip code
 - Service site county
 - Linkage to map to site address
 - Contact name(s)
 - Contact title
 - Service site phone number
 - Service site alternate phone number
 - Service site fax phone
 - Service(s) description (site specific)
 - Hours of operation

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 42	
		OF 100	

- Types of fees
- Method of payment
- Languages spoken
- Handicap access
- Transportation availability
- Intake procedures and requirements
- Documentation requirements
- Helpful tips
- Eligibility requirements and/or notes
- Affiliation information (agency, program)

- 2.1.8 Once the system has recorded and retained client information, collected in the self-registration or case management process, it shall pre-populate referral forms with appropriate data. The user shall have the option to e-mail the referral to the service provider(s) (if the service provider can accommodate that process). Otherwise, the referral shall be printed and hand carried to the service provider by the user.
- 2.1.9 Traditional 2-1-1 systems, as developed in other states, only provide for the printing of selected service provider information listings by the client. The State desires a more comprehensive approach. The system will ask the client or system user if they desire to print this information in the form of a referral. At this point in the process, the system would generate a formal referral form to the service provider for the client to take as a reference document on his/her visit. This, of course, assumes that the individual has access to a local printer.
- 2.1.10 The system shall retrieve and present “other relevant information” related to the service referral to the user for viewing or printing (e.g., “what to bring to the interview,” special instructions, etc). Inclusion of this information shall be dependent on the information being available from the service provider being referred to.
- 2.1.11 The system shall include a tracking mechanism for all referrals, documenting the services provided (as recorded back into the system by the service provider) by date and type, using the incident and client tracking numbers.
- 2.1.12 The system shall generate a “referral source code” for all referrals, identifying that the referral was generated from the 2-1-1 system. This code shall be used to follow up on all aged referrals having no problem resolution code.
- 2.1.13 The system shall include provisions for service providers to record a “referral result” that shall be associated with the client record of the individual that was referred from the 2-1-1 system to the service provider.

 AHCCCS	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 43	
		OF 100	

2.1.14 The service providers shall be responsible for updating the 2-1-1 System with service delivery results. This shall include, but not be limited to, the following:

- Did the client contact the service provider and complete the referral?
- The client ID number and the referral sequence number
- The name and ID number of the service provider
- The date and time of the referral
- The reason for the referral
- The outcome of the referral
- Any follow-up actions required by the client or the service provider
- Other relevant information.


2.2 Service Referrals & Service Provider Monitoring:

- 2.2.1 The system shall provide a reporting database for service providers and 2-1-1 research analysts to extract and manipulate statistical data on usage levels and patterns.
- 2.2.2 The system shall track all aspects of usage from all user types and provide the State with comprehensive reports.
- 2.2.3 The system shall record and track the number of referrals made to specific service providers within given time intervals (i.e., monthly, quarterly, annually).
- 2.2.4 The system shall generate production reports identifying service demand and the number of referrals generated by geographic area (i.e., state, county, city, and zip code) and service type (e.g., basic needs, physical and mental health, etc.).

3. 2-1-1 Virtual Case Management:

3.1 Assistance with the Self-Registration & Self-Referral Process:

- 3.1.1 The client needs assessment, referral and case management process, to be implemented in Phases II and III, shall be much more encompassing and shall utilize virtual case management processes. The system shall allow for the assessment of multiple service determinations from a single set of client situation entries without requiring the client to re-enter their need information a second time.
- 3.1.2 Initial Phase II case management activities may be limited, due to funding constraints, but the intent will be to create a comprehensive, long-term, system solution. The initial process will likely generate a referral form that will be limited to service provider information. In Phase III, the system shall be significantly enhanced to assist with the referral process and monitor


	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 44	
		OF 100	

the results of the referral with the service provider for users that have selected the self-registration option.

- 3.1.3 During initial implementation, the case assessment process shall not retain any personal information. With the expansion of the system to include more advanced capabilities, this information will be retained from the self-registration (computer-assisted search) process or case management functions (as implemented during Phases II and III).
- 3.1.4 Case management is a sensitive area of the 2-1-1 processes, which involves obtaining personal information from the user/client that shall be kept confidential and secure in accordance with both State and federal regulations. Case management functions shall be supported from both the Internet system and from the call center operation and shall require more advanced features in terms of referral processing and potential service delivery.

3.2 Situation/Barrier Assessment, Case Plan Development & Referrals:

- 3.2.1 Case management, by definition, shall allow the client to define his/her family and needs situation with this information, including demographic data, to be recorded in the system either directly by the individual or by a call center operator. The needs assessment information, in conjunction with the family situational data, will then be utilized to determine recommendations for service referrals tracked by the system. In the event that the user of the system self-registers for case management, he/she would be required to enter and record a user ID and password for follow-up system access and usage.
- 3.2.2. The system shall include provisions for assigning cases or calls (received in the call center) to specific case managers for assessment and processing, based on the management policies and procedures adopted by the State, with input from its contractor(s) at the time of planning for and development of these system enhancements.
- 3.2.3 The system shall interface the call centers' telephone systems with the 2-1-1 case management subsystem to facilitate the online review of pertinent case information by the case manager during the client call.
- 3.2.4 The system shall include a situation or barrier assessment process (forms and assessment routines) that assists the case manager in determining the type and magnitude of the problem(s) being experienced and identifies the types of services required to address the situation (by service taxonomy name and code).
- 3.2.5 The system shall provide the case manager with a checklist of items that need to be reviewed with the client. The system shall time and date stamp each item on the list to record what was covered and by whom. In addition, administrative personnel will have the ability to track different versions of the case manager's checklist over time.

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 45	
		OF 100	


- 3.2.6 The system shall match the services needed (recorded by the case manager on the case plan) to the service available (within the service provider database) for a particular geographic area (using zip code) and present the case manager with choices of service delivery organizations that address the unique needs of the client.
- 3.2.7 The system shall include a case notes component having capabilities for user- and system-generated alerts and reminders to case managers. The case notes subsystem shall include standard spelling and grammar checking features comparable to those available with word processing packages, such as Microsoft Word or Corel WordPerfect.
- 3.2.8 The system shall include provisions for case managers to generate referrals to service providers from a relevant list of service providers (retrieved from the needs assessment and service provider search). This may include multiple referrals to multiple service providers for the same client or household.

3.3 Feedback on Results of Referrals:

- 3.3.1 The system shall include capabilities to display the “referral result” to the case manager, upon request, and generate an alert to the case manager on negative-coded referrals.
- 3.3.2 The system shall provide an alert to the case manager when a “referral result” code has not been entered by the service provider within a specified number of calendar days (and a fewer number of days for emergency situations) and include capabilities to resend the referral to the same or other service providers, without requiring re-entry of the referral information.
- 3.3.3 The system shall receive electronic updates of service results from service providers, either through data exchanges or updating of the 2-1-1 system “client case management data” by service providers and shall display results with appropriate security provisions.
- 3.3.4 The system shall generate reports that shall provide sufficient data to measure the effectiveness of the referral service and service outcomes.

3.4 Case Plan Monitoring & Follow-up:


- 3.4.1 The system shall provide alerts to the 2-1-1 case managers, identifying service provider referrals that have not been updated in the system (for specified time periods) by the service provider.
- 3.4.2 The system shall provide alerts to the 2-1-1 case managers, identifying problems that could not be resolved by the service provider(s) based on the 2-1-1 referral(s) for further follow-up and re-referral by the 2-1-1 case managers.

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 46	
		OF 100	

- 3.4.3 The system shall provide the ability to designate a “single point-of-contact” option that identifies the requirement for 2-1-1 call center case management oversight. This shall require the case manager to coordinate service provisions across multiple service providers and/or public agencies.
- 3.4.4 The system shall have the ability to sign out an electronic case to a given case manager for the purpose of case maintenance. For the duration of maintenance activity, information in the case file shall not be accessible to anyone else for updating. Reports and/or alerts shall be designed for the system administrator that will identify any case that has been in an inaccessible state, without updates, for an extended period of time.
- 3.4.5 The system shall include displays to provide case managers with a quick summary of any case in the system, including current status.
- 3.4.6 The system shall provide online views and printable (on demand) reports for case management functions through a list of query drop-down menus providing case managers the ability to manipulate screen views and report output through filters and sorting functions.
- 3.4.7 The system shall obtain customer results and satisfaction data from the user regarding the result of the referral and services provided. This shall be handled by a sampling of users serviced and requests for completion of electronic surveys generated by the system.


4. Possible Future Enhancements to Phase I:

- 4.1 During Phase II or III, the State will also consider the following potential enhancements to the Phase I system (as well as others as helpful and appropriate):
 - 4.1.1 Language selection options shall be designed into the system to enable users to access multiple language options.
 - 4.1.2 The system shall identify certain 2-1-1 web-based and telephone call types related to homeland security issues, based on pre-programmed logic, and notify the Arizona Counter Terrorism Information Center. The monitoring process shall include routines to constantly transverse the database of “referrals” based on a table of user-provided keywords or keyword phases and service provider referrals to determine trends of reports based on service type, geographic location, etc. This “consequence planning module” shall be able to alert the Arizona Counter Terrorism Information Center of unusual usage trends (i.e., reporting trends that exceed the average volume of calls by any particular type for a particular geographic location, based on threat vulnerability).
 - 4.1.3 The assessment process shall include provisions for routing system users to displays for collecting information on “unusual incidents” and demographic information from the user reporting the unusual incident. The system shall include pre-programmed search routines that


	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 47	
		OF 100	

identify critical reports of unusual incidents and provisions for notifying the Arizona Counter Terrorism Information Center of events relating to homeland security.

- 4.1.4 The unusual incident reporting process shall include the ability to record information on the event and the user making the report, including the geographic location of the report. This process shall also include a display of a Privacy Act disclaimer to the user reporting the incident, indicating that this data shall be shared with other government agencies. This module shall also be linked to the assessment process to immediately identify users inquiring about or reporting “unusual incidents.”
- 4.1.5 The system shall provide links to/from service providers’ electronic “hot lines” and/or telephone number listings and contact information.
- 4.1.6 The system shall provide links to/from the “911” Emergency Response System, via computer, for operator assistance, on the home page.
- 4.1.7 The system tracking log shall be enhanced to track client registration information, including geographic location, to provide additional information regarding such inquiries.
- 4.1.8 The system shall provide enhanced links to/from websites facilitating donation management and organization of volunteer opportunities and/or additional functionality within the 2-1-1 system to facilitate such management and organization.
- 4.1.9 The system shall have the capability and capacity to act as a central disaster donations database. Citizens shall be able to register (non-cash) donated services, items and transportation methods online. The information citizens enter into the web-based database shall be retained and shared with disaster relief organizations to enhance disaster relief efforts and donation management. During a disaster, the 2-1-1 system can act as a healthcare provider volunteer registry and clearinghouse, obtaining medical credentials, availability, location of volunteer/providers and types of services being rendered and provided.
- 4.1.10 The system will have a section on the search results page to suggest related search categories. The database will have a table defining the suggested search categories which should be displayed for all search categories in the system to enable population of this section of the web page. For example, if a user were to search on unemployment , the search results page would also suggest that the user might want to search on job training.
- 4.1.11 The system shall provide enhanced capabilities to limit searches for emergency response information to locations within a selected number of miles from an intersection.

	Scope of Work Attachment A		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 48	
		OF 100	

- 4.1.12 The 2-1-1 system will help the health department to identify citizen requests, needs and gaps by tracking inquiries and referrals.
- 4.1.13 The system shall facilitate access from kiosks located in public areas such as community centers, sports arenas, senior citizen centers, etc. as they become more available and prevalent in the future.
- 4.1.14 To the extent that client information is collected, the system shall conform with HIPAA standards and other state and federal regulations pertaining to the protection of personal identification and health care information.
- 4.1.15 The system shall be linked to, and exchange information with, other health and human service reform initiatives with technology components developed by government or non-profit organizations.
- 4.1.16 The system shall be enhanced to provide additional threat identification/risk mitigation related reporting and functionality.
- 4.1.17 The system shall include an “urgent assistance available” search that can generate information regarding a service provider in appropriate areas (i.e., homeless, domestic violence, etc.) that can provide immediate support to persons in urgent needs of immediate help. These entries shall be updated more frequently by the State to insure they are accurate.

 AHCCCS	Scope of Work Attachment B		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 49	
		OF 100	

Hosting Platform and System Operations

DISCLAIMER: This Attachment B was created based on a draft Arizona @ Your Service 2-1-1 hosting specification. The specification has not been finalized and additional changes and modifications may be made in this document before it is finalized by the State and the Hosting Vendor. It is provided for informational purposes for the Contractor to understand the hosting environment and the types of services to be provided by the Hosting Vendor.


Within this Attachment B, “Owner” means the Arizona Health Care Cost Containment System (AHCCCS) or its designated representative, which will include the Contractor, as appropriate.

Under the Web Portal contact, hardware, software, and connectivity used in support of the Web Portal (“infrastructure” or “Arizona Portal e-business application framework”) are the property of the State of Arizona. The Web Portal infrastructure described in this Attachment B may evolve over time.

1. Network, Hardware and Related Services:

- 1.1 Hosting Vendor provides Uninterruptible Power Supply (UPS)/Generator backup.
- 1.2 Hosting Vendor provides Tivoli Storage Manager based backup.
- 1.3 Hosting Vendor provides server redundancy.
- 1.4 Hosting Vendor provides multi-layer firewall security.
- 1.5 Hosting Vendor provides dual T1 Internet connections via the same carrier. This connectivity supports all Host/Internet connectivity requirements of the Hosting Vendor.
- 1.6 Hosting Vendor (Portal) provides a private, secure T1 connection to the State. The backup for this connection is a dial-up connection.
- 1.7 Hosting Vendor provides the hardware servers listed below. Hardware duplication is for redundancy/failover.

Function	Vendor	Type	Model	Processor	# Proc	RAM(MB)
Application/Web Server	IBM pSeries 630	7028	6C4	Power IV 1.20GHz	2	2048
Application/Web Server	IBM pSeries 630	7028	6C4	Power IV 1.20GHz	2	2048
Database Server	IBM RS/6000	7025	F50	PowerPC 604e 332NHZ	4	2048


 AHCCCS	Scope of Work Attachment B		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 50 OF 100	

Function	Vendor	Type	Model	Processor	# Proc	RAM(MB)
Database Server	IBM RS/6000	7025	F50	PowerPC 604e 332MHz	4	2048
Staged Application Server	IBM RS/6000	7026	B80	Power 3-II 375MHz	4	3096
Staged Application Server	IBM RS/6000	7026	B80	Power 3-II 375MHz	4	3096

2. Software and Related Services:

Software	Version
IBM WebSphere Application Server	5.0.2.4
AIX	5.2.0.0.ML01
IBM DB2 database and admin client	7.2FP10
Java	1.3
AFS File System Client (Andrew File System)	3.6
IBM Hyper Test Transport Protocol (HTTP) Server	1.3.12.2
IBM Tivoli Storage Manager	5

- 2.2 Basic Google Search Services are available to websites using the Portal infrastructure. More advanced search services are also available from the Hosting Vendor for a fee.
- 2.3 Where mapping and/or reporting functionality are required, Map Services and Crystal Reports Services are also available for a fee and must be discussed with the Owner prior to anticipated usage.
- 2.4 The hosting infrastructure has the capability to provide web site statistics, such as the following:
 - 2.4.1 Activity at the site as measured by page visits, page views and page hits by day, week, month, quarter and year.
 - 2.4.2 Visitor Internet Protocol (IP) addresses by day, week, month, quarter and year.
 - 2.4.3 Peak traffic by hour of day and day of month.
 - 2.4.4 Average traffic per hour by day, week, month, quarter and year.
 - 2.4.5 Bandwidth usage by day, week, month, quarter and year.
 - 2.4.6 Time to serve pages by day, week, month, quarter and year.

	Scope of Work Attachment B		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 51	
		OF 100	


3. **Hosting Services and Processes:** In addition to the Infrastructure described above, the Hosting Vendor provides services required to install, test, configure, upgrade and support applications as follows:

3.1 **Standard Services:**

- 3.1.1 Hosting Vendor shall provide operations support for the application. Customer contacts are handled by the Owner.
- 3.1.2 Hosting Vendor operations shall be available for performing functions like application restarts for the Owner. Hosting vendor shall provide Owner access via an 800 number or e-mail.
- 3.1.3 Hosting Vendor shall provide 7/24 application support and monitoring. Application monitor points placed at Universal Resource Locations (URLs) will be periodically accessed by a monitor program and an incorrect response will trigger a fault page to Hosting Vendor.
- 3.1.4 Applications or databases that fail or are disabled by Hosting Vendor for service level target violations will result in Hosting Vendor reporting the situation to the Owner and helping the Owner to resolve and restart the application/database.

3.2 **Application Specific Processes:**

- 3.2.1 Hosting Vendor performs capacity requirements analysis for both the initial 2-1-1 application and any significant changes to it.
- 3.2.2 Hosting Vendor configures and monitors backups of non-database files.
- 3.2.3 Hosting Vendor receives application updates as Web Archive (WAR) files and installs and promotes them into production.
- 3.2.4 Hosting Vendor communicates with the Owner to understand requirements/changes that might affect installation and testing.
- 3.2.5 Hosting Vendor conducts tests and runs test scripts first on staging servers and then on production servers to certify a new or changed 2-1-1 application is ready for production.
- 3.2.6 Hosting Vendor maintains the configuration of the IBM WebSphere Application Server.
- 3.2.7 Hosting Vendor is responsible for execution control of the applications in the IBM WebSphere environment and responds to Owner requests for starts and restarts of the 2-1-1 application via email or an 800 number.

	Scope of Work Attachment B		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 52	
		OF 100	

3.2.8 Hosting Vendor configures File Transfer Protocol (FTP) accounts for deliveries of software and IBM DB2 tables.

3.2.9 Hosting Vendor configures firewalls and routers in cases where the application must communicate with the State of Arizona's or the developer's computer systems.

3.3 Database Hosting Services and Processes:

3.3.1 Hosting Vendor configures Virtual Private Network (VPN) or the Web Portal-to-Arizona T1 to enable remote database connectivity and remote database management to the application/database developer/Owner.

3.3.2 Hosting Vendor verifies and runs scripts to initialize, configure and populate databases.

3.3.3 Hosting Vendor verifies and runs scripts to upgrade databases.

3.3.4 Hosting Vendor verifies and runs scripts to test databases first on staging servers and then on production servers to certify a new or changed database is ready for production.

3.3.5 Hosting Vendor configures and monitors backup and restoration processes for hosted databases.

3.3.6 Hosting Vendor configures database monitoring and monitors hosted databases.

3.3.7 Hosting Vendor coordinates database server downtime for maintenance with Owner.


3.3.8 Hosting Vendor monitors and manages availability and reliability of hosted databases.

3.4 Availability:

3.4.1 Hosting Vendor makes available a daily window during which to perform any required system maintenance at a mutually agreed time. The daily maintenance window for the Web Portal is generally 5 AM to 6 AM (Arizona time). This maintenance window is used for emergency and scheduled maintenance such as IBM DB2 database and IBM WebSphere version upgrades. The Hosting Vendor caps these outages at 5 hours per week or 10 hours total per month.

3.4.2 Other scheduled downtime shall be coordinated with and approved by the Owner with at least 5 days advanced notice, whenever possible.


3.4.3 During scheduled downtime, when the Web Server remains up, the system informs end users of the status of the application, hours of operation, and an Arizona contact number in the event the customer wishes to contact the State.

	Pricing Schedule		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 53	
		OF 100	

Offerors are to provide the following firm, fixed prices:

DEVELOPMENT:

Line No.	Description	Price
100	Requirements Document/Database Design	
101	Screen Layout and Screen Mock-Ups	
102	System Diagram	
103	Beta Version	
104	Testing and Final Version	
105	Final Support Plan and Training Plan	
106	60 Days from Operational System Delivery	
107	Total Development Price	

	Pricing Schedule		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 54	
		OF 100	

Breakout of Line Items on Price Sheet for Development: For each line item in the Price Sheet for Development above, complete the form below to show the detailed breakout of resources required.

LABOR:

Description of Personnel by Category	Number of Hours	Hourly Rate	Estimated Cost
Total Labor Costs	N/A	N/A	\$


MATERIALS:

Description of Materials	Unit	Unit Cost	Estimated Cost
Total Material Costs	N/A	N/A	\$

MISCELLANEOUS:


Description of Items	Unit	Unit Cost	Estimated Cost
Total Miscellaneous Costs	N/A	N/A	\$

TOTAL (AS TRANSFERRED TO PRICING SHEET FOR DEVELOPMENT)	\$
--	-----------

	Pricing Schedule		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 55	
		OF 100	


Price Proposal for Maintenance/Upgrades to the Application, Database Maintenance, Loading/Cleansing Data, and Related Services: Give a description for each skill that is being bid, include whether the skill is potentially used for application maintenance, application upgrades, database maintenance, loading or cleansing of the data along with a price per hour.

Line No.	Description	Unit	Unit Price
100		Hour	
101		Hour	
102		Hour	
103		Hour	
104		Hour	
105		Hour	
106		Hour	
107		Hour	
108		Hour	
109		Hour	
110		Hour	

	Pricing Schedule		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 56	
		OF 100	

Miscellaneous Prices: The costs of any software, hardware, telecommunications or other items that the State will be required to purchase, either directly from the Offeror, or from third parties to operate and maintain (or enable the Contractor or others to operate or maintain) the system in accordance with the requirements of this solicitation, shall be specified in detail below. This shall include any products required for remote access updates to the application, the database or the content within either. For each item, indicate whether the item will be purchased through the Contractor or must be purchased through a third party.


Line No.	Description	Unit	Unit Price
100		Hour	
101		Hour	
102		Hour	
103		Hour	
104		Hour	
105		Hour	
106		Hour	
107		Hour	
108		Hour	
109		Hour	
110		Hour	

	Pricing Schedule		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 57	
		OF 100	

Price Proposal for Hosting:

Line No.	Description	Unit	Unit Price (Per Month)	Extended Price (Annual)
100	2-1-1 Hosting	Monthly		

The State does not want to purchase or finance hardware, software or related infrastructure for hosting. The State is willing to pay reasonable monthly fees for hosting of the application in a suitable environment provided by the Contractor that meets or exceeds the requirements of Section 7 of the Scope of Work.


	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 58	
		OF 100	

1. Inquiries:


- 1.1 Duty to Examine: It is the responsibility of each Offeror to examine the entire Solicitation, seek clarification in writing, and check its Offer for accuracy before submitting the Offer. Lack of care in preparing an Offer shall not be grounds for withdrawing the Offer after the Offer due date and time, nor shall it give rise to any Contract claim.
- 1.2 Solicitation Contact Person: Any inquiry related to a Solicitation, including any requests for or inquiries regarding standards referenced in the Solicitation, shall be directed solely to the Solicitation Contact Person. The Offeror shall not contact or direct inquiries concerning this Solicitation to any other State employee unless the Solicitation specifically identifies a person other than the Solicitation Contact Person as a contact.
- 1.3 Submission of Inquiries: The Solicitation Contact Person has required all inquiries be submitted in writing, either via telefax or e-mail (information is located on page 1 of this solicitation.)
- 1.4 No Right to Rely on Verbal Responses: Any inquiry that results in changes to the Solicitation shall be answered solely through a written Solicitation Amendment. An Offeror may not rely on verbal responses to its inquiries.
- 1.5 Timeliness: Any inquiry shall be submitted as soon as possible and at least seven days before the Offer due date and time. Failure to do so may result in the inquiry not being considered for a Solicitation Amendment.
- 1.6 Solicitation Amendments: The Solicitation shall only be modified by a Solicitation Amendment. Offerors shall not rely on any verbal responses.
- 1.7 Pre-Proposal Conference: A Pre-Proposal Conference has been scheduled and the date, time and location appears on the cover page sheet of this solicitation document.
- 1.8 Persons With Disabilities: Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Solicitation Contact Person. Requests shall be made as early as possible to allow time to arrange the accommodation.

2. Offer Preparation:

- 2.1 Forms; No Facsimile or Telegraphic Offers: An Offer shall be submitted either on the forms provided in this Solicitation or their substantial equivalent. Any substitute document for the forms provided in this Solicitation will be legible and contain the same information requested on the forms. A facsimile, telegraphic, mailgram or electronic mail Offer shall be rejected.
- 2.2 Typed or Ink; Corrections: The Offer shall be typed or in ink. Erasures, interlineations or other modifications in the Offer shall be initialed in ink by the person signing the Offer. Modifications shall not be permitted after Offers have been opened except as otherwise provided under applicable law.

	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 59	
		OF 100	


- 2.3 Evidence of Intent to be Bound: The Offer and Acceptance form within the Solicitation shall be submitted with the Offer and shall include a signature by a person authorized to sign the Offer. The signature shall signify the Offeror's intent to be bound by the Offer and the terms of the Solicitation and that the information provided is true, accurate and complete. Failure to submit verifiable evidence of an intent to be bound, such as an original signature, shall result in rejection of the Offer.
- 2.4 Exceptions to Terms and Conditions:
- 2.4.1 If Offerors take any exception to any term, condition or requirement included in this solicitation document, such exception shall be submitted to the Contract Specialist prior to the due date and time for receipt of proposals. This will allow the Contract Specialist to review all exceptions and, if applicable, afford any approved exceptions to all other potential Offerors.
- 2.4.2 If an Offeror includes, in their proposal, exceptions, not covered by paragraph 3.4.1 above, such exceptions shall be null, void and without force and shall not be considered, and may negatively affect AHCCCS' proposal evaluation based on the published evaluation criteria or may result in rejection of the proposal.
- 2.5 Subcontracts: Offeror shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities in the Offer.
- 2.6 Cost of Offer Preparation: AHCCCS will not reimburse any Offeror the cost of responding to a Solicitation.
- 2.7 Solicitation Amendments: Each Solicitation Amendment shall be signed with an original signature by the person signing the Offer, and shall be submitted no later than the Offer due date and time. Failure to return a signed copy of a material Solicitation Amendment may result in rejection of the Offer.
- 2.8 Provision of Tax Identification Numbers: Offerors are required to provide their Arizona Transaction Privilege Tax Number and/or Federal Tax Identification number, if applicable, in the space provided on the Offer and Acceptance Form.
- 2.9 Federal Excise Tax: The State of Arizona is exempt from certain Federal Excise Tax on manufactured goods. Exemption Certificates will be prepared upon request.
- 2.10 Identification of Taxes in Offer: The State of Arizona is subject to all applicable state and local transaction privilege taxes. If Arizona resident Offerors do not indicate tax as a separate in the offer, the State will conclude that the price(s) offered includes all applicable taxes.
- 2.11 IRS W9 Form: In order to receive payment under any resultant contract, Contractor shall have a current IRS W9 Form on file with the State of Arizona.

	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 60	
		OF 100	

- 2.12 **Disclosure:** If the firm, business or person submitting this Offer has been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any Federal, state or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Offeror shall fully explain the circumstances relating to the preclusion or proposed preclusion in the Offer. The Offeror shall include a letter with its Offer setting forth the name and address of the governmental unit, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating to the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided.
- 2.13 **Solicitation Order of Precedence:** In the event of a conflict in the provisions of this Solicitation, the following shall prevail in the order set forth below:
- 2.13.1 Special Terms and Conditions;
 - 2.13.2 Uniform Terms and Conditions
 - 2.13.3 Statement or Scope of Work;
 - 2.13.4 Specifications;
 - 2.13.5 Attachments;
 - 2.13.6 Exhibits;
 - 2.13.7 Special Instructions to Offerors, and
 - 2.13.8 Uniform Instructions to Offerors.
 - 2.13.9 Other documents referenced or included in the solicitation
- 2.14 **Delivery:** Unless otherwise stated in the Contract, all prices shall be F.O.B. Destination and shall include all delivery and unloading at the destination.

3. Submission of Offer:

- 3.1 **Sealed Envelope or Package:** Each Offer shall be submitted to the submittal location identified in this Solicitation, in a sealed envelope or package that identifies its contents as an Offer and the Solicitation number to which it responds. The appropriate Solicitation number shall be plainly marked on the outside of the envelope or package.
- 3.2 **Offer Amendment or Withdrawal:** An Offer may not be amended or withdrawn after the Offer due date and time except as otherwise provided under applicable law.

	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 61	
		OF 100	

3.3 **Public Record:** Under applicable law, all Offers submitted and opened are public records and must be retained by AHCCCS. Offers shall be open to public inspection after Contract award, except for such portions of an Offer deemed to be confidential by AHCCCS.

3.4 **Non-Collusion, Employment, and Services:** By signing the Offer and Acceptance Form or other official contract form, the Offeror certifies that:

3.4.1 It did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its Offer; and

3.4.2 It does not discriminate against any employee or applicant for employment or person to whom it provides services because of race, color, religion, sex, national origin, or disability, and that it complies with all applicable Federal, state and local laws and executive orders regarding employment.

4. Evaluation:

4.1 **Unit Price Prevails:** Where applicable, in the case of discrepancy between the unit price or rate and the extension of that unit price or rate, the unit price or rate shall govern.

4.2 **Taxes.** Arizona transaction privilege and use taxes shall not be considered when evaluating Offers.

4.3 **Late Offers:** An Offer submitted after the exact Offer due date and time shall be rejected.

4.4 **Disqualification:** The Offer of an Offeror who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity shall be rejected.


4.5 **Offer Acceptance Period:** An Offeror submitting an Offer under this Solicitation shall hold its Offer open for the number of days from the Offer due date that is stated in the Solicitation. If the Solicitation does not specifically state a number of days for Offer acceptance, the number of days shall be 120. If a Best and Final Offer is requested pursuant to a Request for Proposals, an Offeror shall hold its Offer open for 120 days from the Best and Final Offer due date.

4.6 **Payment:** Payment shall comply with the requirement of A.R.S. Titles 35 and 41, Net 30 days. Upon receipt of goods or services, the contractor shall submit a complete and accurate invoice for payment from AHCCCS within thirty (30) days.

4.7 **Waiver and Rejection Rights:** Notwithstanding any other provision of the Solicitation, AHCCCS reserves the right to:

4.7.1 Waive any minor informality;

4.7.2 Reject any and all Offers or portions thereof; or

	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 62	
		OF 100	

4.7.3 Cancel a Solicitation.

5. Award:

- 5.1 Number or Types of Awards: Where applicable, AHCCCS reserves the right to make multiple awards or to award a Contract by individual line items or alternatives, by group of line items or alternatives, or to make an aggregate award, whichever is deemed most advantageous to AHCCCS. If the Contracting Officer determines that an aggregate award to one Offeror is not in AHCCCS' best interest, "all or none" Offers shall be rejected.
- 5.2 Contract Inception: An Offer does not constitute a Contract nor does it confer any rights on the Offeror to the award of a Contract. A Contract is not created until the Offer is accepted in writing by the Contracting Officer's signature on the Offer and Acceptance Form. A notice of award or of the intent to award shall not constitute acceptance of the Offer.
- 5.3 Effective Date: The effective date of this Contract shall be the date that the Contracting Officer signs the Offer and Acceptance form or other official contract form, unless another date is specifically stated in the Contract.


6. Confidential Information:

- 6.1 If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a detailed statement advising the Contracting Officer of this fact shall accompany the submission and the information shall be so identified wherever it appears.
- 6.2 The information identified by the person as confidential shall not be disclosed until the Contracting Officer makes a written determination.
- 6.3 The Contracting Officer shall review the statement and information and shall determine in writing whether the information shall be withheld.

7. Contract Applicability: Any contract resulting from this solicitation shall be for the exclusive use of AHCCCS.


8. Electronic Documents: AHCCCS may provide an electronic version of this procurement document. Any unidentified alteration or modification to the original document (or to any Exhibit contained therein) issued by AHCCCS shall be null and void. In those instances where modifications are identified, the original document issued by the State shall take precedence.

9. Proposal Opening: Proposals shall be opened on the date and time, and at the place designated on the cover page of this document, unless amended in writing by the state agency issuing the solicitation.

	Uniform Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 63	
		OF 100	

10. Protests: A protest of a solicitation shall be received by the Procurement Officer before the offer due date. A protest of a proposed award or of an award shall be filed within ten days after the protester knows or should have known the basis of the protest. A protest shall include:

- 10.1 The name, address, telephone number and e-mail address of the protester;
- 10.2 The signature of the protester or its representative;
- 10.3 Identification of the purchasing agency and the solicitation or contract number;
- 10.4 A detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
- 10.5 The form of relief requested.

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 64	
		OF 100	

1. **General Information:**


- 1.1 **Offeror's Contacts:** All questions concerning this Request for Proposal, including technical specifications, proposal process, etc. shall be directed to the Solicitation Contact Person, identified on the first page of this solicitation document. Offerors shall not contact AHCCCS employees concerning this solicitation.
- 1.2 **Solicitation Questions:** *Offerors are encouraged to submit questions concerning this solicitation no later than July 2, 2004.* Any such question deemed relevant will be addressed at the Pre-Proposal Conference, as scheduled on the front cover of this solicitation document. All questions submitted shall be sent via e-mail to the Contact Person, as identified on the first page of this solicitation document. Telephonic questions shall not be accepted. It is the intent of the Agency to include all relevant questions with responding answers in a solicitation amendment to be issued within 5 business days from date of the Pre-Proposal Conference. Offerors are once again cautioned not to rely on any verbal responses to questions. In all cases, any inquiry shall be submitted as soon as possible and at least seven days before the Offer due date and time. Failure to do so may result in the inquiry not being considered.

2. **Exceptions to Terms and Conditions:**

- 2.1 If Offerors take any exception to any term, condition or requirement included in this solicitation document, such exception should be submitted to the Contract Specialist prior to the due date and time for receipt of proposals. This will allow the Contract Specialist to review all exceptions and, if applicable, afford any approved exceptions to all other potential offerors.
- 2.2 If an Offeror includes, in their proposal, exceptions, not covered by paragraph 2.1, above, such exceptions shall be null, void and without force and shall not be considered, and may negatively affect AHCCCS' proposal evaluation based on the published evaluation criteria or may result in rejection of the proposal.

3. **Proposal Submittal:**

- 3.1 Each Offeror is to submit their technical proposal with one (1) original **and seven (7) copies** (for a total of eight (8) sets) in the format as contained in this RFP.
- 3.2 The original copy should be clearly labeled "ORIGINAL".
- 3.3 Packages containing the Offeror's proposal should be sent to the Solicitation Contact Person at the address indicated on the first page of this solicitation document. Packages should be clearly labeled with the name of the Offeror and the solicitation number.
- 3.4 All responses should be in 12-point font or larger with borders no less than 1/2" and should be bound in 3-ring binders with tabs to separate each section. Erasures, interlineations or other modifications in the entire proposal should be initialed in original ink by the authorized person

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 65	
		OF 100	

signing the offer. A policy, brochure or reference to a policy or manual does not constitute an adequate response. Proposals should be sequentially numbered from the first to the last page of the proposal.


- 3.5 AHCCCS will not provide any reimbursement for the cost of developing or presenting proposals in response to this RFP.
- 3.6 Failure to include the requested information may have a negative impact on the evaluation of the Offeror's proposal.
- 3.7 Offerors should propose what they believe to be the best overall approach to substantially meet the objectives/requirements of this solicitation. Only proposals which offer proven products and adequately address the stated goals and objectives and meet the detailed requirements specified in this solicitation, including the minimum offeror qualification requirements, will be considered.
- 3.8 If a proposal does not, or cannot, meet in whole or in part, one or more of the objectives/requirements for the 2-1-1 system, the Offeror's proposal should expressly identify the extent to which this applies and the extent to which the proposed 2-1-1 system provides, if any, alternative or substitute capabilities, performance and features which are, in whole or in part, reasonably comparable to, or superior to, the objectives/requirement(s) that the proposal does not meet. AHCCCS reserves the right to evaluate the acceptability and suitability of such alternatives or substitutions, and at its sole discretion, accept or reject any such proposed alternatives.

4. Evaluation Criteria: Evaluation criteria are listed below in the relative order of importance. The evaluation will be conducted in accordance with an established evaluation plan. The award will be made to the responsible Offeror whose proposal is determined to be the most advantageous to AHCCCS, based on the following criteria (Note: any alternative hosting environments will be evaluated against the same criteria):


- 4.1 Organization and Project Team Experience and Qualifications
- 4.2 Written Responses to Scope of Work
- 4.3 Project Plan and Related Deliverables
- 4.4 Cost Proposal

5. Proposal Information: The Offeror's proposal should consist of the following:


- 5.1 Section A - Offer and Acceptance Document: Section A of the offeror's proposal should include the Offer and Acceptance document (contained elsewhere in this solicitation document), signed by a person that is authorized to obligate the offeror in a contract and include the name and contact information for the person that should be contacted regarding their proposal.

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 66	
		OF 100	

- 5.2 Section B - Solicitation Amendments: Section B of the offeror's proposal should include the signed first page of all solicitation amendments (if any have been issued).
- 5.3 Section C - Offeror's Corporate Qualifications and Experience: Section C of the offeror's proposal should provide a detailed description of the following:
- 5.3.1 Its experience with N-1-1 systems, database development, web enabled database design, web design, Alliance of Information & Referral System (AIRS) standards, and any of the other business, technical and operational aspects of this solicitation;
 - 5.3.2 Three (3) systems (with the 'URLs' to the operational systems) developed by the Offeror with similar characteristics to the system requested by the solicitation in the area of access and navigation, links to external sites, database complexity, search capabilities, back-end processing, reporting, etc.; and
 - 5.3.3 It's experience with call centers and call center software such as the systems and software described in Attachment A. (Note: Experience with such an environment is not required, but is desirable in that the Offeror will understand the technical and operational environment in which the system is intended to be used.)
 - 5.3.4 The offeror should submit, at a minimum, five (5) professional services references which would demonstrate the offeror possesses an understanding and the experience in providing the required services. At least two (2) of the references should be from clients for whom the offeror developed a system described under paragraphs 5.2.1 through 5.2.3, above. As these references may be checked, insure all information is current, accurate and prior permission to use is obtained from each reference. This information may be shown on the form attached as Exhibit A to this RFP or in a similar manner. "Confidential Clients" are not acceptable. The State reserves the right to contact as many references as deemed necessary as part of the evaluation process.
 - 5.3.5 The offeror may submit any other pertinent information which would substantiate the firm possesses the experience, expertise and capability to provide the required services.
- 5.4 Section D - Project Team Qualifications: Section D of the offeror's proposal should provide a detailed description of the following:
- 5.4.1 The Offeror should provide the names and labor category for all proposed key personnel, (clerical staff is not considered key personnel) to be utilized for this project, to include any key persons from subcontractors. At a minimum, the key staff should include the Project Manager and Assistant Project Manager. Indicate the percentage of time each person will be assigned to the project during system development. The use of Exhibit B is furnished for the offeror's use in presenting such information.


	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 67	
		OF 100	

- 5.4.2 Provide a detailed explanation of each key person's responsibilities as related to the requirements of the Scope of Work.
- 5.4.3 The offeror should submit specific background information for each key person, pertinent to the required services. NOTE: Generic resumes are not acceptable. As the qualifications of the assigned personnel is a critical component of the success of this contract, the offeror should submit for each identified key person, the number of years experience in the anticipated assigned role, relevant technical certifications, and specific experience with technologies to be used by the offeror in system development. The offeror should provide a minimum of one (1) letter of reference for each of the key staff proposed (staff and/or subcontractor). Offerors should have each reference complete Exhibit C, "Key Person Reference" of this solicitation.
- 5.4.4 While it is expected an offeror would have a team on board consisting of at least a Project Manager, Deputy Project Manager, and one senior technical resource at the start of the contract, offerors may submit detailed job descriptions in lieu of specific names of personnel. If job descriptions are submitted, offerors should also address how they anticipate an aggressive training plan while actively recruiting.
- 5.4.5 The Offeror should identify any independent subcontractors that are proposed for this project. The proposed role of the subcontractor should be described along with their qualifications and experience that is relevant to their proposed role. The identification and qualifications of subcontractor key personnel proposed are addressed in paragraph 5.3.3, above. Offerors should also indicate whether or not the independent subcontractor has performed similar work for the Offeror.
- 5.4.6 The offeror may submit any other pertinent information which would substantiate each proposed key person possesses the experience, expertise and capability to provide the assigned services.
- 5.5 Section E – Written Responses to Scope of Work: Section E of the offeror's proposal should include the following:
- 5.5.1 A written response to each requirement in the Scope of Work (and as amended by any subsequent solicitation amendments), contained in this solicitation document. Responses should be provided in the same sequence as presented in the Scope of Work and should reference the appropriate section reference. The Offeror's response should indicate their understanding of the scope and the complexity of each requirement. In addition, the Offeror should indicate any anticipated problems or issues which may be encountered and how such obstacles would be overcome.
- 5.5.2 Each Offeror is encouraged to submit recommendations for additional system enhancements that should be considered by the State that would add value to the defined system. Each Offeror should also clearly state if they consider the proposed enhancement as a functional requirement that is needed for system operation. Each Offeror should define the benefits of

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 68	
		OF 100	

the proposed enhancements, the anticipated costs of the proposed enhancements and the whether they recommend the enhancements be included in Phase I or in subsequent phases.

- 5.6 **Section F – Project Plan and Related Deliverables:** Section F of the offeror's proposal should include a project plan that clearly sets forth their plan for development and deployment of the system. The project plan should:
- 5.6.1 Be thorough, understandable and clearly reflect the Offeror's understanding of the scope of this undertaking and its ability to develop a system that encompasses the functions and capabilities defined in this document (and those required as a consequence of functions or capabilities described in this document);
 - 5.6.2 Include a detailed timeline including when each deliverable will be presented to the State for sign-off, with identification of each member of the Offeror's team (or labor classification if key person not yet hired) responsible for each deliverable;
 - 5.6.3 Include a description of each major deliverable required by the State;
 - 5.6.4 Reflect and describe the system development methodology to be used in developing and implementing the application software and overall system. The methodology should break the development into stages, have specific deliverables for each phase and shall require acceptance by the State at the end of each stage;
 - 5.6.5 Clearly specify when design review sessions with State and stakeholder personnel shall be scheduled and what State and stakeholder resources shall be expected to participate;
 - 5.6.6 Specify when system prototypes or models should be delivered to the State to assist the State to review and approve Offeror deliverables;
 - 5.6.7 Fully describe the methodology, objectives, approach, tools (including all software, hardware, security and other tools), techniques and specific work steps required for developing, installing and maintaining the system's operation throughout the expected life cycle of the system;
 - 5.6.8 Fully describe the Offeror's approach to user and systems documentation, illustrated by samples;
 - 5.6.9 Include a draft of the Offeror's support plan (including services levels that meet or exceed the State's requirements in this solicitation);
 - 5.6.10 Fully describe the Offeror's approach to security of the information provided by the State, the system under development and all other security related measures impacting this project, including its security procedures relative to its personnel, networks, etc.; and

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 69	
		OF 100	

5.6.11 Include a draft of the Offeror's training plan for training State personnel and representatives responsible for content updates

5.7 Section G – Cost Proposal: Section G of the offeror's proposal should include the following:

5.7.1 The completed Pricing Schedules contained within this solicitation document.

5.7.2 The Offeror's price proposal should include the development costs for every deliverable and should include all costs necessary to deliver a final, fully functional and tested system. For any software used in development, the price proposal should include costs for running in both quality assurance and production environments that have separate physical servers.


5.7.3 In addition, the Offeror's price proposal should include prices for maintenance and upgrades to the system. Any hourly rate pricing shall be based on the experience and qualifications of the personnel assigned to the project. Hourly rates should be consistent with or lower than rates otherwise available to the State under existing contracts for individuals with similar skills, technical knowledge and project experience.

5.7.4 During the course of the project, changes and enhancements will be controlled and managed through a change control process. All required changes and enhancements will be documented by the successful Contractor and approved, in writing, by State. Once authorized, payment will be made on the completion of each deliverable based on the lesser of the hourly estimate approved by the State or the actual hours worked, each based on hourly rates under the Contract for the involved personnel.

5.7.5 The costs of any software, hardware, telecommunications, facilities or any other items required by the Offeror for development and testing of the system shall be the sole responsibility of the successful Contractor and shall not be reimbursed by the State. The costs of any software, hardware, telecommunications or other items that the State will be required to purchase, either directly from the successful Contractor, or from third parties to operate and maintain (or enable the successful Contractor or others to operate or maintain) the system in accordance with the requirements of this solicitation, shall be specified in detail in the Offeror's price proposal. This should include any products required for remote access updates to the application, the database or the content within either.

5.7.6 If an Offeror submits an alternative hosting environment, the State does not want to purchase or finance hardware, software or related infrastructure for hosting. The State is willing to pay reasonable monthly fees for hosting of the application in a suitable environment provided by the Contractor that meets or exceeds the requirements of Section 7 of the Scope of Work.

5.8 Section H – Hosting Plan: Offerors may include in their proposal an alternative hosting plan. While the State is reasonably likely to utilize the existing Web Portal infrastructure, the State may consider an alternate hosting environment and reserves the option to award hosting to the successful

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 70	
		OF 100	

Contractor. The alternative hosting plan should be included in Section F of the Offeror's proposal and include the following:

5.7.1 The Offeror should describe the proposed hosting environment to include a detailed list of all hardware, software, Internet connections, uninterrupted power supply (UPS), generators, communication devices, circuits, and other related items. A detailed configuration diagram of the hosted environment should be included in the proposal.

5.7.2 The Offeror should provide a hosting agreement, with proposed service level agreements (SLAs) with its proposal that meet or exceed the requirements of Section 7 of the Scope of Work and should include:

5.7.2.1 A proposed schedule that includes times when backups are captured, how often backups are rotated off site, and any proposed scheduled downtimes for system maintenance;

5.7.2.2 Remote access capabilities to the hosted environment available to the State;

5.7.2.3 Help desk services;


5.7.2.4 A description of the security measures such as firewall protection, system security, intrusion detection, security logs, and virus scanning and the products that will be utilized to keep the system secure; and

5.7.2.5 A disaster recovery plan.


5.7.3 If the proposed hardware configuration or the internet connections for the system are to be shared by any other users, the Contractor should clearly identify the users and applications that will be sharing the environment and any potential processing conflicts or traffic issues that may result.

6. **Offeror's Responsibility:** The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories and that the State of Arizona is under no obligation to solicit such information if it is not included with the Offeror's proposal. Failure of the offeror to submit such information may cause an adverse impact on the evaluation of the Offeror's proposal.


7. **Discussions:** In accordance with A.R.S. §41-2534, after the initial receipt of proposals, discussions may be conducted with offeror(s) who submit proposals determined to be reasonably susceptible of being selected for award. The participation of an offeror's proposed key staff is highly desirable and recommended. Award may be made without discussions; therefore, offers should be submitted complete and on most favorable terms. If discussions are to be conducted at AHCCCS Central Office, 801/701 E. Jefferson, Phoenix, AZ, any travel costs occurred on behalf of any personnel associated with the offeror shall be the responsibility of the offeror.

	Special Instructions to Offerors		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 71	
		OF 100	


8. **Additional Information:** As part of the discussions, AHCCCS wish a demonstration of an Offeror's proposed system. Personnel familiar with the implementation and operation of the 2-1-1 system should be available for this demonstration to answer questions. Any travel cost incurred on behalf on any AHCCCS personnel shall be responsibility of AHCCCS. Any travel costs incurred on behalf of any personnel associated with the offeror shall be the responsibility of the offeror. Award may be made without client site visits, therefore, offers should be submitted complete and on most favorable terms.
9. **Intent to Provide Certificate of Insurance:** The Offeror should provide a statement that, if notified of contract award, will submit it to AHCCCSA for review and acceptance, the applicable certificate/s of insurance as required within this RFP document, within five (5) business days of such notification.
10. **Offeror's Financial Disclosure:** The Offeror should complete Exhibit D, "Offeror's Financial Disclosure".
11. **Additional Information for Submittal of Proposal:**
 - 11.1 It is the responsibility of each Offeror to ensure their proposal is delivered to AHCCCSA by the due date and time. Allow for such contingencies as heavy traffic, weather, directions to submittal location, parking, common carriers not delivering as requested, etc. AHCCCSA shall not accept late proposals past the due date and time.
 - 11.2 AHCCCSA is not responsible for supplying boxes, envelopes, tape, etc. to Offerors at time of proposal delivery.
 - 11.3 When submitting your proposal to AHCCCSA, ensure your company name and the Request for Proposal solicitation number are clearly marked on the outside of the envelope/package.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 72	
		OF 100	


1. **Advertising and Promotion of Contract:** The Contractor shall not advertise or publish information for commercial benefit concerning this contract without the prior written approval of the Contracting Officer.
2. **Amendments:** This Contract is issued under the authority of the Contracting Officer who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract unless otherwise permitted by the Special Terms and Conditions. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by an unauthorized State employee or made unilaterally by the Contractor are violations of the Contract and of applicable law. Such changes, including unauthorized written Contract Amendments shall be void and without effect, and the Contractor shall not be entitled to any claim under this Contract based on those changes.
3. **Arizona Law:** The law of Arizona applies to this contract including, where applicable, the Uniform Commercial Code, as adopted in the State of Arizona.
4. **Arizona Procurement Code:** The Arizona Procurement Code, A.R.S. Title 41, Chapter 23, and its implementing rules, Arizona Administrative Code Title 2, Chapter 7, is a part of this Contract as if fully set forth in it.
5. **Assignment and Delegation:** The Contractor shall not assign any right nor delegate any duty under this contract without prior written approval of the Contracting Officer, who will not unreasonably withhold such approval.
6. **Audits and Inspections:**
 - 6.1 The Contractor shall comply with all provisions specified in A.R.S. 35-214 and 35-215 and AHCCCS policies and procedures relating to the audit of Contractor's records and the inspection of Contractor's facilities. Contractor shall fully cooperate with AHCCCS staff and allow them reasonable access to Contractor's staff, subcontractors, members, and records.
 - 6.2 At any time during the term of this contract, and five (5) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by AHCCCS and, where applicable, the federal government, to the extent that the books and records relate to the performance of the contract or subcontracts.
 - 6.3 AHCCCS and the federal government may evaluate through on-site inspection or other means, the quality, appropriateness and timeliness of services performed under this contract.
7. **Availability of Funds for the Next Fiscal Year:** Funds may not presently be available for performance under this Contract beyond the current fiscal year. No legal liability on the part of the State for any payment may arise under this Contract beyond the current fiscal year until funds are made available for performance of this Contract. The State shall make reasonable efforts to secure such funds.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 73	
		OF 100	


8. **Cancellation for Conflict of Interest:** Pursuant to A.R.S. 38-511, AHCCCS may cancel this contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Contract on behalf of AHCCCS is or becomes at any time, while the Contract or an extension of the Contract is in effect, an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation, unless the notice specifies a later time. If the Contractor is a political subdivision of the State, it may also cancel this Contract as provided in A.R.S. 38-511.
9. **Compliance with Applicable Laws:** The materials and services supplied under this Contract shall comply with all applicable Federal, state and local laws, and the Contractor shall maintain all applicable license and permit requirements.
10. **Contract Claims:** All contract claims or controversies under this contract shall be resolved according to A.A.C. 22, Article 8 and rules adopted thereunder.
11. **Contract Order of Precedence:** In the event of a conflict in the provisions of the contract, as accepted by AHCCCS and as they be amended, the following shall prevail in the order set forth below:
 - 11.1 Special Terms and Conditions;
 - 11.2 Uniform Terms and Conditions;
 - 11.3 Statement or Scope of Work;
 - 11.4 Specifications;
 - 11.5 Attachments;
 - 11.6 Exhibits;
 - 11.7 Documents, referenced or included in the solicitation.
12. **Contractor's Representations and Warranties:** All representations and warranties made by the Contractor under this Contract shall survive the expiration or termination hereof. In addition, the parties hereto acknowledge that pursuant to A.R.S. § 12-510, except as provided in A.R.S. § 12-529, the State is not subject to or barred by any limitations of actions prescribed in A.R.S., Title 12, Chapter 5.
13. **Delivery:** Unless stated otherwise in the contract, all prices shall be F.O.B. Destination and shall include all delivery and unloading at the destination.
14. **Exclusions:** Except as otherwise set forth in this Contract, there are no express or implied warranties of merchantability or fitness.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 74	
		OF 100	


- 15. Fitness.** The Contractor warrants that any material supplied to the State shall fully conform to all requirements of the Contract and all representations of the Contractor, and shall be fit for all purposes and uses required by the Contract.
- 16. Force Majeure:**
- 16.1 Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure-. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injunctions-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.
- 16.2 Force Majeure shall not include the following occurrences:
- 16.2.1 Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market;
- 16.2.2 Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or
- 16.2.3 Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.
- 16.3 If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.
- 16.4 Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 75	
		OF 100	


17. **General Indemnification:** The parties to this contract agree that AHCCCS shall be indemnified and held harmless by the Contractor for the vicarious liability of AHCCCS as a result of entering into this contract. However, the parties further agree that AHCCCS shall be responsible for its own negligence. Each party to this contract is responsible for its own negligence.
18. **Gratuities:** The Contracting Officer may, by written notice to the Contractor, immediately terminate this contract if it determines that employment or a gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of AHCCCS for the purpose of influencing the outcome of the procurement or securing the contract, an amendment to the contract, or favorable treatment concerning the contract, including the making of any determination or decision about contract performance. The Contracting Officer, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three times the value of the gratuity offered by the Contractor.
19. **Implied Contract Terms:** Each provision of law and any terms required by law to be in this contract are a part of this contract as if fully stated in it.
20. **Indemnification -- Patent and Copyright:** The Contractor shall defend, indemnify and hold harmless AHCCCS against any liability including costs and expenses for infringement of any patent, trademark or copyright arising out of contract performance or use by AHCCCS of materials furnished or work performed under this contract. The Contracting Officer shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph.
21. **Inspection/Testing:** The contractor agrees to permit access to its facilities, subcontractor facilities and the contractor's processes for producing the materials, at reasonable times for inspection of the materials covered under this contract. AHCCCS shall also have the right to test at its own cost the materials to be supplied under this contract. Neither inspection at the contractor's facilities nor testing shall constitute final acceptance of the materials. If AHCCCS determines non-compliance of the materials, the contractor shall be responsible for the payment of all costs incurred by AHCCCS for testing and inspection.
22. **IRS W9 Form:** In order to receive payment under any resulting contract, the contractor shall have a current IRS W9 Form on file with the State of Arizona.
23. **Liens:** The Contractor warrants that the materials supplied under this contract are free of liens.
24. **No Parole Evidence:** This contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any term used in this contract.
25. **No Waiver:** Either party's failure to insist on strict performance of any term or condition of the contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the non-conforming performance knows of the nature of the performance and fails to object to it.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 76	
		OF 100	

26. **Nonconforming Tender:** Materials supplied under this contract shall fully comply with the contract. The delivery of materials or a portion of the materials in an installment that do not fully comply constitutes a breach of contract. On delivery of nonconforming materials, AHCCCS may terminate the contract for default under applicable termination clauses in the contract, exercise any of its rights and remedies under the Uniform Commercial Code or pursue any other right or remedy available to it.
27. **Non-Discrimination:** The Contractor shall comply with State Executive Order No. 99-4, which mandates that all persons, regardless of race, color, religion, sex, national origin or political affiliation, shall have equal access to employment opportunities, and all other applicable federal and state laws, rules and regulations, including the Americans with Disabilities Act. The Contractor shall take positive action to ensure that applicants for employment, employees, and persons to whom it provides service are not discriminated against due to race, creed, color, religion, sex, national origin or disability.
28. **Non-exclusive Remedies:** The rights and the remedies of AHCCCS under this contract are not exclusive.
29. **Notices:** Notices to the Contractor required by this Contract shall be made by the Contracting Officer to the person indicated on the Offer and Acceptance form submitted by the Contractor unless otherwise stated in the Contract. Notices to AHCCCS required by the Contract shall be made by the Contractor to the Contracting Officer. An authorized Contracting Officer and an authorized Contractor representative may change their respective person to whom notice shall be given by written notice and an amendment to the Contract shall not be necessary.
30. **Off-Shore Performance of Work Prohibited:** Due to security and identity protection concerns, all services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision applies to work performed by subcontractors at all tiers.
31. **Payments:** The Contractor shall be paid as specified in the Contract. Payment must comply with requirements of A.R.S. Title 35.
32. **Purchase Orders:** The contractor shall, in accordance with all terms and conditions of the contract, fully perform and shall be obligated to comply with any and all purchase orders received by the contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Contracting Officer, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this contract.
33. **Property of AHCCCS:** Any materials, including reports, computer programs and other deliverables, specifically created as part of this contract are the sole property of AHCCCS. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of the Contracting Officer.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 77	
		OF 100	

34. **Records:** Under A.R.S. § 35-214 and § 35-215, the Contractor shall retain and shall contractually require each subcontractor to retain all data and other records (“records”) relating to the acquisition and performance of the Contract for a period of five years after the completion of the Contract. All records shall be subject to inspection and audit by the State at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records at no cost to the State.
35. **Relationship of Parties:** The Contractor under this contract is an independent contractor. Neither party to this contract shall be deemed to be the employee or agent of the other party to the contract.
36. **Risk of Loss:** The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.
37. **Right of Offset:** AHCCCS shall be entitled to offset against any amounts due the Contractor any expenses or costs incurred by AHCCCS concerning the Contractor's non-conforming performance or failure to perform the contract, including expenses, costs and damages described in the proceeding paragraphs.
38. **Right to Assurance:** If AHCCCS, in good faith, has reason to believe that the Contractor does not intend to perform or continue performing this contract, the Contracting Officer may demand in writing that the Contractor give a written assurance of intent to perform. The demand shall be sent to the Contractor by certified mail, return receipt required. Failure by the Contractor to provide written assurance within the number of days specified in the demand may, at the Contracting Officer's option, be the basis for terminating the contract.
39. **Severability:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract, which may remain in effect without the invalid provision, or application.
40. **State and Local Transaction Privilege Taxes:** AHCCCS is subject to all applicable state and local transaction privilege taxes. Transaction privilege taxes apply to the sale and are the responsibility of the seller to remit. Failure to collect taxes from the buyer does not relieve the seller from its obligation to remit taxes.
41. **Stop Work Order:**
- 41.1 AHCCCS may, at any time, by written order to the Contractor, require the Contractor to stop all or any part of the work called for by this Contract for a period of ninety (90) days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 78	
		OF 100	

41.2 If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or Contract price, or both, and the Contract shall be amended in writing accordingly.

42. Subcontracts: The contractor may, with the consent of the Contracting Officer, enter into written subcontract(s) for performance of certain of its functions under the contract. Subcontractors must be approved in writing by the Contracting Officer to the effective date of any subcontract.

42.1 No subcontract which the contractor enters into with respect to performance under the contract shall in any way relieve the contractor of any responsibility for performance of its duties.

42.2 The contractor shall give the Contracting Officer immediate notice in writing by certified mail of any action or suit filed and prompt notice of any claim made against the contractor by any subcontractor or vendor which in the opinion of the contractor may result in litigation related in any way to the contract with AHCCCS.


43. Suspension or Debarment: The Contracting Officer may, by written notice to the Contractor, immediately terminate this Contract if the Contracting Officer or the State determine that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body.

44. Tax Indemnification: the contractor and all subcontractors shall pay all Federal, State and local taxes applicable to its operation and any persons employed by the contractor. Contractor shall, and require all subcontractors, to hold the State harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal and/or State and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.

45. Termination for Convenience: The Contracting Officer reserves the right to terminate the contract in whole or in part at any time when in the best interests of AHCCCS without penalty or recourse. The Contracting Officer shall give written notice by certified mail, return receipt requested, to the Contractor of the termination at least ninety (90) days before the effective date of the termination. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the contract shall become the property of and be delivered to the Contracting Officer. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R 2-7-701 shall apply.

46. Termination for Default:


46.1 The Contracting Officer reserves the right to terminate this contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the contract, to acquire and

	Uniform Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 79	
		OF 100	


maintain all required insurance policies, bonds, licenses and permits, or failure to take corrective action as required by the Contracting Officer to comply with the terms of the contract. If the Contractor is providing services under more than one contract with AHCCCS, the Contracting Officer may deem unsatisfactory performance under one contract to be cause to require the Contractor to provide assurance of performance under any and all other contracts. In such situations, the Contracting Officer reserves the right to seek remedies under both actual and anticipatory breaches of contract if adequate assurance of performance is not received. The Contracting Officer shall mail written notice of the termination and the reason(s) for it to the Contractor by certified mail, return receipt requested.

- 46.2 In the event the Contractor requests a hearing prior to termination, AHCCCS is required by the Balanced Budget Act of 1997 to oversee the operation of the Contractor entity through appointment of temporary management prior to the hearing.
- 46.3 Upon termination under this paragraph, all documents, data, and reports prepared by the Contractor under the contract shall become the property of and be delivered to the Contracting Officer on demand.
- 46.4 The Contracting Officer may, upon termination of this contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this contract. The Contractor shall be liable for any excess costs incurred by AHCCCS in procuring the materials or services in substitution for those due from the Contractor.

47. Third Party Antitrust Violations: The Contractor assigns to AHCCCS any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor toward fulfillment of this contract.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 80	
		OF 100	


1. **Assignment of Contract and Bankruptcy:** This contract is voidable and subject to immediate cancellation by the Contracting Officer upon Contractor becoming insolvent or filing proceedings in bankruptcy or assigning rights or obligations under this contract without the prior written consent of the Contracting Officer.
2. **Authority to Contract:** This contract is issued under the authority of the Contracting Officer who signed this contract. Changes to the contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by an unauthorized state employee or made unilaterally by the Contractor are violations of the contract and of applicable law. Such changes, including unauthorized written contract amendments, shall be void and without effect, and the Contractor shall not be entitled to any claim under this contract based on those changes.
3. **Choice of Forum:** The parties agree that jurisdiction over any action arising out of or relating to this contract shall be brought or filed in a court of competent jurisdiction located in the State of Arizona.
4. **Continuation of Performance Through Termination:** The Contractor shall continue to perform, in accordance with the requirements of the contract, up to the date of termination, as directed in the termination notice.
5. **Conflict of Interest:** The Contractor shall not undertake any work that represents a potential conflict of interest, or which is not in the best interest of AHCCCS or the State without prior written approval by AHCCCS. The Contractor shall fully and completely disclose any situation that may present a conflict of interest. If the Contractor is now performing or elects to perform during the term of this contract any services for any AHCCCS health plan, provider or Contractor or an entity owning or controlling same, the Contractor shall disclose this relationship prior to accepting any assignment involving such party.
6. **Contract Cancellation (Immediate):** This contract is critical to AHCCCS and the agency reserves the right to immediately cancel the whole or any part of this contract due to failure of the Contractor to carry out any material obligation, term or condition of the contract. The Contracting Officer shall issue a written notice of default effective at once and not deferred by any interval of time. Default shall be for acting or failing to act in any of the following:
 - 6.1 The Contractor provides material that does not meet the specifications of the contract;
 - 6.2 The Contractor fails to adequately perform the services set forth in the specifications of the contract;
 - 6.3 The Contractor fails to complete the work required or furnish the materials required within the time stipulated in the contract;
 - 6.4 The Contractor fails to make progress in the performance of the contract and/or gives the Contracting Officer reason to believe that the Contractor will not or cannot perform to the requirements of the contract.
 - 6.5 The Contracting Officer may resort to any single or combination of the following remedies:

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 81	
		OF 100	

- 6.5.1 Cancel any contract;
- 6.5.2 Reserve all rights or claims to damage for breach of any covenants of the contract;
- 6.5.3 Perform any test or analysis on materials for compliance with the specifications of the contract. If the result of any test confirms a material non-compliance with the specifications, any reasonable expense of testing shall be borne by the Contractor.
- 6.5.4 In case of default, the Contracting Officer reserves the right to purchase materials or to complete the required work in accordance with the Arizona Procurement Code. The Contracting Officer may recover reasonable excess costs from the Contractor by:
 - 6.5.4.1 Deduction from an unpaid balance;
 - 6.5.4.2 Collection against the bid and/or performance bond; or
 - 6.5.4.3 Any combinations of the above or any other remedies as provided by law.

7. Contract Cancellation (Minimum 10 Day): The Contracting Officer reserves the right to cancel the whole or any part of this contract due to failure by the Contractor to carry out any material obligation, term or condition of the contract. The Contracting Officer shall issue written notice to the Contractor for acting or failing to act as in any of the following:

- 7.1 The Contractor provides material that does not meet the specifications of the contract;
- 7.2 The Contractor fails to adequately perform the services set forth in the specifications of the contract;
- 7.3 The Contractor fails to complete the work required or furnish the materials required with in the time stipulated by the contract;
- 7.4 The Contractor fails to make progress in the performance of the contract and/or gives the Contracting Officer reason to believe that the Contractor will not or cannot perform to the requirements of the contract.
- 7.5 Upon receipt of the written notice of concern, the Contractor shall have a minimum of ten (10) days (Contracting Officer may determine a longer period) to provide a satisfactory response to the Contracting Officer. Failure on the part of the Contractor to adequately address all issues of concern may result in the Contracting Officer resorting to any single or combinations of the following remedies.
 - 7.5.1 Cancel any contract;
 - 7.5.2 Reserve all rights or claims to damage for breach of any covenant of the contract;

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 82	
		OF 100	

7.5.3 Perform any test or analysis on materials for compliance with the specifications of the contract. If the result of any test confirms a material non-compliance with the specifications, any reasonable expense of testing shall be borne by the Contractor;

7.5.4 In case of default, the Contracting Officer reserves the right to purchase materials, or to complete the required work in accordance with the Arizona Procurement Code. The Contracting Officer may recover reasonable excess costs from the Contractor by;

7.5.4.1 Deduction from an unpaid balance;

7.5.4.2 Collection against the bid and/or performance bond; or

7.5.4.3 Any combination of the above or any other remedies as provided by law.

8. **Contract Disputes:** Contract disputes arising under A.R.S. § Title 36, Chapter 29 shall be adjudicated in accordance with AHCCCS Rules.


9. **Cooperation with other Contractors:** AHCCCS may award other contracts for additional work related to this contract and Contractor shall fully cooperate with such other contractors and AHCCCS employees or designated agents, and carefully fit its own work to such other contractors' work. Contractor shall not commit or permit any act which will interfere with the performance of work by any other contractor or by AHCCCS employees.

10. **Confidentiality of Records:** The Contractor shall establish and maintain procedures and controls that are acceptable to AHCCCS for the purpose of assuring that no information contained in its records or obtained from AHCCCS or others carrying out its functions under the contract, shall be used or disclosed by it, its agents, officers or employees, except as required to efficiently perform duties under the contract. Persons requesting such information shall be referred to AHCCCS. The Contractor also agrees that any information pertaining to individual persons, applicants, recipients, and providers shall not be divulged other than to employees or officers of the Contractor as needed for the performance of duties under the contract, unless otherwise agreed to, in writing, by AHCCCS.


11. **Contract:**

11.1 The contract between AHCCCS and the Contractor shall consist of (1) the Request for Proposal (RFP) and any amendments thereto, and (2) the proposal submitted by the Contractor in response to the RFP. In the event of a conflict in language between the two documents referenced, the provisions and requirements set forth and/or referenced in the RFP shall govern. However, AHCCCS reserves the right to clarify any contractual relationship in writing, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Contractor's proposal. In all other matters not affected by the written clarification, if any, the RFP shall govern.

11.2 The contract shall be construed according to the laws of the State of Arizona. The State of Arizona is not obligated for the expenditures under the contract until funds have been encumbered.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 83	
		OF 100	

12. **Design Review Sessions:** The Contractor shall perform design review sessions with selected State personnel and key stakeholders in order to ensure that the system meets their expectations, in accordance with the Project Plan.
13. **Develop in Accordance with Project Plan:** The Contractor shall develop the system in accordance with the Project Plan and related timelines submitted with its Proposal, with any modifications requested or approved, from time to time, by the State in its sole reasonable discretion.
14. **Disclosure of Confidential Information:** The Contractor shall not, without prior written approval from the Contracting Officer, either during or after the performance of the services required by this contract, use, other than for such performance, or disclose to any person other than AHCCCS personnel with a need to know, any information, data, material, or exhibits created, developed, produced, or otherwise obtained, nor information concerning applicants, recipients, and providers, during the course of the work required by this contract. This nondisclosure requirement shall also pertain to any information contained in reports, documents, or other records furnished to the Contractor by AHCCCS.
15. **Documentation:** The Contractor shall provide relevant and complete administration, user, and software documentation in sufficient detail to enable the State to fully manage, maintain and modify the system, over time, without the need for involvement by the Contractor's personnel. For purposes of the warranties and the delivery requirements in this Contract, software documentation means well written, readily understood, clear, and concise instructions for the software's users as well as system administrators. The software documentation shall provide the users of the software with meaningful instructions on how to take full advantage of all of the capabilities designed for end users. The system documentation shall also include installation, system design and system administration documentation to allow proper control, configuration, modification and management of the software by system administrator and any future developer(s).
16. **Effective Date:** The effective date of this contract shall be the date that the Contracting Officer signs the Offer and Award page of this document.
17. **Employees of the Contractor:** All employees of the Contractor employed or in performance of work under this Contract shall be employees of the Contractor at all times and not of AHCCCS. The Contractor shall comply with the Social Security Act, Workers' Compensation laws and unemployment laws of the State of Arizona as well as federal, state and local legislation relevant to the Contractor's business.
18. **Incorporation by Reference:** This solicitation and all attachments and amendments, the Contractor's proposal, best and final offer accepted by the Contracting Officer, and any approved subcontracts are hereby incorporated by reference into the contract.
19. **Independent Contractor:** The Contractor represents himself/herself to be an independent contractor offering such services to the general public and shall not represent himself/herself or his/her employees to be an employee of the State of Arizona and/or AHCCCS. Therefore, the Contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, etc.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 84	
		OF 100	

20. Installation and Testing: Installation and testing of the system on State-owned or State-contracted equipment shall be the sole responsibility of the Contractor, subject to the State making access to such equipment (directly or remotely, in the State's discretion) available to the Contractor. The State may also perform its own tests prior to acceptance of the system and thereafter to monitor proper system performance.

21. Insurance:


- 21.1 Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.
- 21.2 The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The State of Arizona in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, its agents, representatives, employees or subcontractors, and Contractor is free to purchase additional insurance.
- 21.3 Minimum Scope and Limits of Insurance: The Contractor shall provide coverage with limits of liability not less than those stated below.

21.3.1 Commercial General Liability – Occurrence Form:

Policy shall include bodily injury, property damage, personal injury and broad form contractual liability coverage

General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Blanket Contractual Liability – Written and Oral	\$1,000,000
Fire Legal Liability	\$ 50,000
Each Occurrence	\$1,000,000

- * The policy shall be endorsed to include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor".
- * Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 85	
		OF 100	

21.3.2 Automobile Liability:

Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL) \$1,000,000

- * The policy shall be endorsed to include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor, involving automobiles owned, leased, hired or borrowed by the Contractor".

21.3.3 Worker's Compensation and Employers' Liability:


Workers' Compensation	Statutory
Employers' Liability	
Each Accident	\$ 500,000
Disease – Each Employee	\$ 500,000
Disease – Policy Limit	\$1,000,000

- * Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.
- * This requirement shall not apply to: Separately, EACH contractor or subcontractor exempt under A.R.S. 23-901, AND when such contractor or subcontractor executes the appropriate waiver (Sole Proprietor/Independent Contractor) form.

21.3.4 Professional Liability (Errors and Omissions Liability):

Each Claim	\$1,000,000
Annual Aggregate	\$2,000,000

- * In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.
- * Professional Liability pertains if the professional is licensed or certified.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 86	
		OF 100	

- * Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.
- * The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Work of this contract.

21.4 **Additional Insurance Requirements:** The policies shall include, or be endorsed to include, the following provisions:

21.4.1 The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees wherever additional insured status is required such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract.

21.4.2 The Contractor's insurance coverage shall be primary insurance with respect to all other available sources.

21.4.3 Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.


21.5 **Notice of Cancellation:** Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided, canceled, or reduced in coverage or in limits except after thirty (30) days prior written notice has been given to AHCCCS. Such notice shall be sent directly to the AHCCCSA Contract Officer, and shall be sent by certified mail, return receipt requested.

21.6 **Acceptability of Insurers:** Insurance is to be placed with duly licenses or approved non-admitted insurers in the state of Arizona with an "A.M. Best" rating of not less than A- VII. The State of Arizona in no way warrants that the above required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

21.7 **Verification of Coverage:**

21.7.1 Within five (5) business days of notification of contract award, the Contractor shall furnish the AHCCCSA Contract Officer with certificates of insurance (ACORD form or equivalent approved by the State of Arizona) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of insurance shall be provided to the AHCCCS Contract Officer for any subcontractors also.

2.1.7.2 All certificates and endorsements are to be received and approved by the AHCCCS Contracts Officer before work commences. Each insurance policy required by this Contract must be in

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 87	
		OF 100	

effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal, is a material breach of contract.

21.7.3 All certificates required by this Contract (to include subcontractors) shall be sent directly to the AHCCCS Contracts Officer. The applicable contract number and project description shall be noted on the certificates of insurance. AHCCCS reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time.

21.8 Subcontractors: Contractor's certificate(s) shall include all subcontractors as insured under its policies or Contractor shall furnish to the AHCCCS Contracts Officer separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to the minimum requirements identified above for the Prime Contractor.

21.9 Approval: Any modification or variation from the insurance requirements in this Contract shall be made by the Department of Administration, Risk Management Section, whose decision shall be final. Such action will not require a formal Contract Amendment, but may be made by administrative action.

21.10 Exceptions: In the event the Contractor or subcontractor(s) is/are a public entity, then the insurance requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance. If the Contractor or subcontractor(s) is/are a State of Arizona agency, board, commission or University, none of the above shall apply.


22. Key Personnel:

22.1 It is essential that the Contractor provide an adequate staff of experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this contract. The Contractor must assign specific individuals to the key positions. Once assigned to work under the contract, key personnel shall not be removed or replaced without the prior written approval of AHCCCSA.

22.2 If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially proposed, the contractor shall immediately notify AHCCCSA and shall, subject to the approval of AHCCCSA, replace such personnel with personnel of substantially equal ability and qualifications.

23. Licenses: Contractor shall maintain in current status all federal, state and local licenses and permits required for the operation of the business conducted by the Contractor.

24. Lobbying: No funds paid to the Contractor by AHCCCS, or interest earned thereon, shall be used for the purpose of influencing or attempting to influence an officer or employee of any federal or State agency, a member of the United States Congress or State Legislature, an officer or employee of a member of the United States Congress or State Legislature in connection with awarding of any federal or State contract, the making of any federal or State grant, the making of any federal or State loan, the entering into of any cooperative

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 88	
		OF 100	

agreement, and the extension, continuation, renewal, amendment or modification of any federal or State contract, grant, loan, or cooperative agreement. The Contractor shall disclose if any funds other than those paid to the Contractor by AHCCCS have been used or will be used to influence the persons and entities indicated above.

25. Maintenance:


- 25.1 Support of the system shall be provided by the Contractor, in accordance with the Price Schedule.
- 25.2 The application as developed shall support multiple browsers including AOL, Netscape, Internet Explorer, etc., in their current version and in the two immediately prior versions. As upgrades to the supported browsers are released, the Contractor shall upgrade the system accordingly as contemplated by the Support Plan (which shall require such changes within 30 days or, preferably, within a shorter time period) of the general release of the browser upgrade.
- 25.3 Should the State decide, at any time, to assume support of the application once it has been accepted by the State, the Contractor agrees to provide to the State within 30 days:
 - 25.3.1 in addition to the source code, a plan showing all costs and tasks associated with migrating the support of the application from the Contractor to the State;
 - 25.3.2 an updated training plan, including the overview and duration of each training needed by the State, (with follow-up training) to ensure the State is self-sufficient in handling all aspects of the application; and
 - 25.3.3 the licenses to all software products required to continue development and maintenance of the application.

26. No Guaranteed Quantities: AHCCCS does not guarantee the Contractor any minimum or maximum quantity of services or goods to be provided under this contract.

27. Non-exclusive Contract: Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of AHCCCS. The state reserves the right to obtain like goods or services from another source when necessary.

28. Off-Shore Performance of Work Prohibited: Due to security and identity protection concerns, all services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision applies to work performed by subcontractors at all tiers.

29. Other Contracts: AHCCCS may undertake or award other contracts for additional or related work and the Contractor shall fully cooperate with such contractors and state employees and carefully fit his own work to such additional work. The Contractor shall not commit or permit any act which will interfere with the

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 89	
		OF 100	

performance of work by any other contractor or by state employees. AHCCCS shall equitably enforce this section to all contractors to prevent the imposition of unreasonable burdens on any contractor.

30. Ownership of Information and Data:


- 30.1 Any data or information system, including all software, documentation and manuals, developed by Contractor pursuant to this contract, shall be deemed to be owned by AHCCCS. Proprietary software which is provided at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership or licensing provisions of this section.
- 30.2 Data, information and reports collected or prepared by Contractor in the course of performing its duties and obligations under this contract shall be deemed to be owned by AHCCCS. The ownership provision is in consideration of Contractor's use of public funds in collecting or preparing such data, information and reports. These items shall not be used by Contractor for any independent project of Contractor or publicized by Contractor without the prior written permission of the Contracting Officer. Subject to applicable state and federal laws and regulations, AHCCCS shall have full and complete rights to reproduce, duplicate, disclose and otherwise use all such information. At the termination of the contract, Contractor shall make available all such data to the Contracting Officer within thirty (30) days following termination of the contract or such longer period as approved by the Contracting Officer.
- 30.3 Except as otherwise provided in this section, if any copyrightable or patentable material is developed by Contractor in the course of performance of this contract, the federal government, AHCCCS and the State of Arizona shall have a royalty-free, nonexclusive, and irrevocable right to reproduce, publish, or otherwise use, and to authorize others to use, the work for state or federal government purposes. Contractor shall additionally be subject to the applicable provisions of 45 CFR Part 74 and 45 CFR Parts 6 and 8.

31. Performance Guarantee: Once the system is delivered by the Contractor and accepted by the State, if the system fails to perform in accordance with the system requirements set forth herein, the Contractor shall be required to rectify performance and remedy any problem that hinders the system operation in accordance with system requirements, at its expense, within 3 business days. This performance guarantee remains in effect for the later of (a) duration of the Contract term or (b) one year after acceptance of any major development work by the Contractor, including the initial system and any significant upgrades to the system developed by the Contractor.

32. Prototypes: System prototypes or models in compliance with State standards shall be developed by the Contractor and delivered to the State to speed up the review and approval process for each deliverable.

33. Pricing:

- 33.1 Payments shall be made as a percentage of the total development cost, at the time of acceptance by the State of each deliverable, on the following schedule:

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 90	
		OF 100	

- Requirements Document/Database Design - 15%
- Screen Layout & Screen Mock-Ups - 15%
- System Diagram – 15%
- Beta Version – 15%
- Testing and Final Version – 15%

33.2 Final Support Plan and Training Plan – 10%

33.3 60 Days from Operational System Delivery – 15%

33.4 Pricing for loading and, to the extent specifically requested, cleansing of data will be bid on an hourly rate basis. A fixed bid for loading and cleansing of data, to the extent requested, shall be developed by the Contractor based on an evaluation of the data and the effort required to load and cleanse it. Pricing for on-going support shall be in accordance with the hourly rates set forth on the Price Schedules for personnel with the level of expertise required for the support activities.

33.5 Hourly rates shall be consistent with or lower than rates otherwise available to the State under existing contracts for individuals with similar skills, technical knowledge and project experience.


33.6 During the course of the project, changes and enhancements will be controlled and managed through a change control process. All required changes and enhancements will be documented by the Contractor and approved by State. Once authorized, payment will be made on the completion of each deliverable based on the lesser of the hourly estimate approved by the State and the actual hours worked, each based on hourly rates under the Contract for the involved personnel.

33.7 The costs of any software, hardware, telecommunications, facilities or any other items required by the Contractor for development of the system shall be the sole responsibility of the developer and shall not be reimbursed by the State. The costs of any software, hardware, telecommunications or other items that the State will be required to purchase, either directly from the Contractor, or from third parties to operate and maintain (or enable the Contractor or others to operate or maintain) the system in accordance with the requirements of this solicitation, shall be specified in detail in the price proposal. This shall include any products required for remote access updates to the application, the database or the content within either.

34. Project Team:

34.1 The Contractor shall not significantly change the project team described in the proposal, absent extenuating circumstances and prior written notice to the State. Any substitute or replacement of key personnel, including the Project Manager, shall be acceptable to the State, in its sole discretion.

34.2 The Contractor shall have staff available and accessible for receiving questions and/or issues from the State between the hours of 7:00 AM and 6:00 PM (MST), Monday through Friday (except State holidays). The Contractor shall provide an emergency contact 24 X 7 X 365 throughout the Contract term.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 91	
		OF 100	

34.3 Personnel assigned to this project must comply with the State's and individual agency's security policies and procedures in connection with activities under the Contract.

35. **Project Manager:** The Contractor shall assign a project manager from the signing of the Contract through the end of the Contract term that is responsible for the successful implementation of the project and any on-going modifications and enhancements to the system. Specifically, some of the responsibilities of the project manager include, but are not limited to, tracking, documenting, and communicating project-related issues; analyzing project-related issues and recommending viable solutions; coordinating Contractor and State personnel to carry out the plan; and ensuring that the project plan is followed by monitoring, measuring and communicating progress regularly to identify variances from plan so that corrective action can be taken when necessary. The project manager shall be on-site for meetings and discussions at the State according to a schedule that is mutually agreed upon between the Contractor and the State. The Project Manager shall be available during system development, upon request from the State, within one business day for a conference call and within three business days for a meeting at which the Project Manager will present in person. The State shall have the right to request replacement of the Project Manager by the Contractor, if the State is unable, in its determination, to work effectively with the Project Manager in accordance with the Contract.


36. **Responsibility for Payments Indemnification:** The Contractor shall be responsible for issuing payment for services performed by the Contractor's employees and will indemnify and save AHCCCS harmless for all claims whatsoever growing out of the lawful demands of employees, subcontractors, suppliers or any other third party incurred in the furtherance of the performance of the contract. The Contractor shall, at AHCCCS' request, furnish satisfactory evidence that all obligations of the nature hereinabove designated have been paid, discharged or waived.

37. **Software Warranty:**

37.1 On acceptance and for 12 months after the date of acceptance of the system or any major enhancement to the system, the Contractor warrants as to all software developed under this Contract that it (a) shall operate on the computer(s) for which the software is intended in the manner described in the relevant software documentation, the Contractor's Proposal, and the Contract; and (b) shall be free of any material defects. The Contractor shall deliver and maintain for 12 months after the date of acceptance of the system or any major enhancements to the system (developed by the Contractor) relevant and complete software documentation, commentary, and source code.

37.2 Source code means the uncompiled operating instructions for the entire System. The source code shall be provided in the language in which it was written and shall include commentary that shall allow a competent programmer proficient in the source language to readily interpret the source code and understand the purpose of all routines and subroutines contained within the source code.

7.3 The source code language used to code the software shall be the same as and, if not applicable, compatible with the software to be used to host and operate the system as described in Attachment B. The source code shall be readily available in the commercial market and widely used and accepted for the type of programming involved. Support for programming in the language shall also be reasonably available in the open market.

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 92	
		OF 100	

37.4 For Commercial Software licensed from a third party that is incorporated in any Deliverable, the Contractor represents and warrants that it has done all of the following: (a) obtained the right from the third-party licensor to commit to the warranties and maintenance obligations in this Contract; (b) obtained a binding commitment from the licensor to transfer those warranties and maintenance obligations directly to the State; or (c) fully disclosed in their solicitation response any discrepancies between the requirements of this Contract and the obligations of the third-party licensor.

38. **Subcontracts:** The Contractor may enter into written subcontract(s) for performance of certain portions of the functions under the contract. Subcontractors must be approved, in writing, by the Contracting officer prior to the effective date of any subcontract.

38.1 No subcontract which the Contractor enters into with respect to performance under the contract shall in any way relieve the Contractor of any responsibility for performance it its duties.

38.2 The Contractor shall give the Contracting Officer immediate notice, in writing by certified mail, of any action or suit filed and prompt notice of any claim main against the Contractor by any subcontractor or vendor which, in the opinion of the Contractor, may result in litigation related in any way to the contract with AHCCCS.

39. **Term of Contract and Option to Renew:**

39.1 The initial term of this contract shall be for 2 (two) initial years with three (3) one-year options to extend, not to exceed a total contracting period of five (5) years. The terms and conditions of any such contract extension shall remain the same as the original contract, as amended. Any contract extension, however, shall not affect the maximum contracting period of five years. All contract extensions shall be through contract amendment.


39.2 If the Contractor chooses not to renew this contract, the Contractor may be liable for certain costs associated with the transition of its members to a different Contractor. If the Contractor provides the Contracting Officer written notice of its intent not to renew this contract at least 180 days before its expiration, this liability for transition costs may be waived by the Contracting Officer.

40. **Testing:** The State shall have at least a 30-day acceptance test period(s) in which to fully test the system developed by the Contractor in the Contractor's test environment.

41. **State Employees:** State employees shall not benefit from the contract.


42. **Type of Contract:** Firm Fixed-Price.

43. **Warranty of Services:** The Contractor warrants that all services provided under this contract will conform to the requirements stated herein. AHCCCS' acceptance of services provided by the Contractor shall not relieve the Contractor from its obligations under this warranty. In addition to its other remedies, the Contracting Officer may, at the Contractor's expense, require prompt correction of any services failing to meet

	Special Terms and Conditions		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 93	
		OF 100	

the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all of the provisions of this contract in the manner and to the same extent as the services originally furnished.

44. **Hosting Plan:** If hosting is awarded to the Contractor, the State and the Contractor will negotiate and sign the final hosting agreement, including related service level agreements (SLAs), within 30 days of contract award.
45. **Performance Bond:** The successful Contractor shall be required to provide a performance bond of standard commercial scope, issued by a surety company doing business in this State, to AHCCCSA for 100% of the awarded contract amount. The bond will be held by AHCCCS until final acceptance of the system. The Performance Bond shall be in a form acceptable to AHCCCSA. The Contractor shall not leverage the bond for another loan or create other creditors using the bond as security.

	Exhibit A - Client References		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 94	
		OF 100	

INSTRUCTIONS TO OFFERORS: The offeror should submit, at a minimum, five (5) professional services references which would demonstrate the offeror possesses an understanding and the experience in providing the required services. At least two (2) of the references should be from clients for whom the offeror developed systems described in Special Instructions to Offerors, paragraphs 5.2.1 through 5.2.3. For each client reference, provide the following information:

1. Please provide the following contact information:

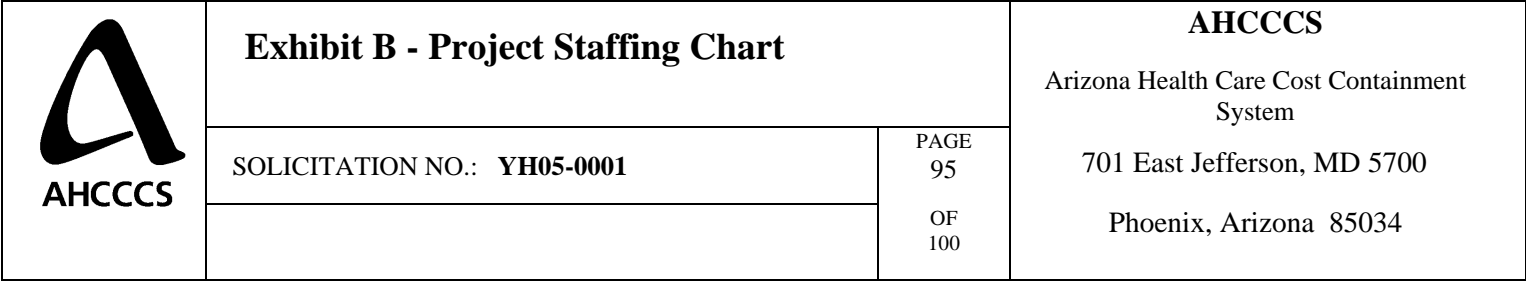
Name of Contact Person

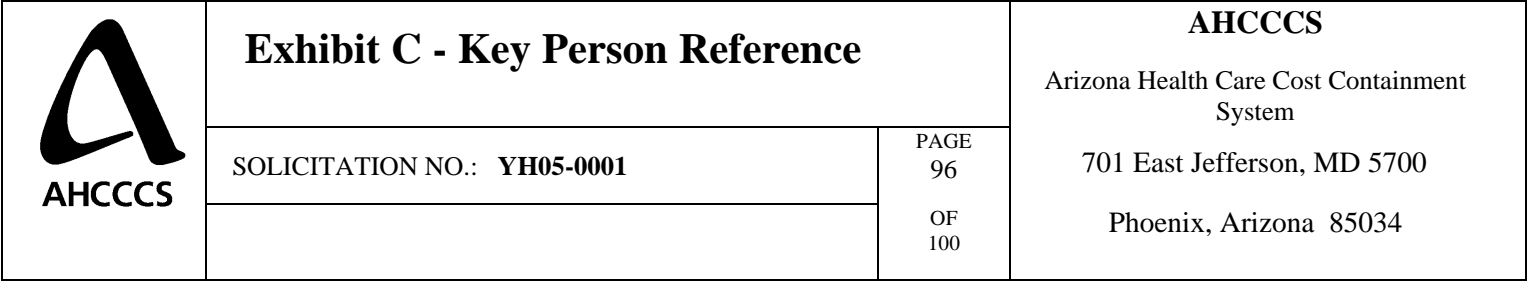
Name of Organization ("Confidential Client" is not acceptable)

Address

Telephone	E-mail Address
-----------	----------------

2. Provide the names of your key personnel (to include subcontractors) who were directly involved in this project. Briefly describe each key person's role.
3. Provide a description of the scope of work provided for this client along with the specific product(s)/service(s) that this client purchased. Provide the original and final key project dates and provide an explanation for any differences. Provide dates for project start, end of any development, beginning/end of user acceptance testing, final installation/implementation (if phased in, describe phases and provide dates), and beginning/end of any operational support periods.
4. Describe what is similar with regard to the project for the client as compared to what you are proposing for AHCCCS. Describe what is different.
5. Describe any performance requirements. Have all performance requirements been met? If not, describe the issues and the resolution.

[illegible]




1. Please provide the following contact information:

Name of Organization ("Confidential Client" is not acceptable)

Telephone

2. Provide a general description of the project for which this person provided services:

3. Briefly describe your role in this project and describe your interaction with this person.


	Exhibit C - Key Person Reference		AHCCCS
	SOLICITATION NO.: YH05-0001	PAGE 97	Arizona Health Care Cost Containment System
		OF 100	701 East Jefferson, MD 5700 Phoenix, Arizona 85034

5. Indicate this person's strengths and weaknesses as related to this project. Please give specific examples, if possible.

6.. Please indicate your overall satisfaction with this person's performance. Would you request this person for another similar project within your organization? If not, why not?

7. Provide any other comments or information as related to the performance of this person on your project.


8. May we contact you?

	Exhibit D - Offeror's Financial Disclosure		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH02-000#	PAGE 98	
		OF 100	

OFFEROR'S FINANCIAL DISCLOSURE

Instructions: Complete each item, using attachments where necessary. If attachments are used, indicate the item number and question being referenced as it appears below.

	<u>YES</u>	<u>NO</u>
A. Does the Offeror's organization prepare a public annual financial statement? If yes, is one available upon request?	_____	_____
B. Is your organization audited by an independent auditor? If yes, answer 1 through 4.	_____	_____
1) How often are audits conducted? _____		
2) By whom are they conducted? _____		
3) Are management letters or internal controls issued by the auditing firm?	_____	_____
4) Does your organization have any uncorrected audit exceptions?	_____	_____
C. Are there any suits, judgments, tax deficiencies or claims pending against your organization? If yes, answer 1 and 2	_____	_____
1) What is the dollar amount? _____		
2) In which state(s)? _____		
D. Has the Offeror's organization ever gone through bankruptcy?	_____	_____

	Certificate of Insurance		AHCCCS Arizona Health Care Cost Containment System 701 East Jefferson, MD 5700 Phoenix, Arizona 85034
	SOLICITATION NO.: YH05-0001	PAGE 99	
		OF 100	

Prior to commencing services under this contract, the contractor must furnish the state certification from insurer(s) for coverages in the minimum amounts as stated below. The coverages shall be maintained in full force and effect during the term of this contract and shall not serve to limit any liabilities or any other contractor obligations.

Name and Address of Insurance Agency:	Company Letter:	Companies Affording Coverage:
	A	
	B	
Name and Address of Insured:	C	
	D	

LIMITS OF LIABILITY MINIMUM - EACH OCCURRENCE		COMPANY LETTER	TYPE OF INSURANCE	POLICY NUMBER	DATE POLICY EXPIRES
Bodily Injury Per Person Each Occurrence Property Damage OR Bodily Injury and Property Damage Combined			Comprehensive General Liability Form Premises Operations Contractual Independent Contractors Products/Completed Operations Hazard		
			Personal Injury Broad Form Property Damage Explosion & Collapse (If Applicable) Underground Hazard (If Applicable)		
Same as Above			Comprehensive Auto Liability Including Non-Owned (If Applicable)		
Necessary if underlying is not above minimum			Umbrella Liability		
Statutory Limits			Workmen's Compensation and Employer's Liability		
			Other		

State of Arizona and the Department named above are added as additional insured as required by statute, contract, purchase order, or otherwise requested. It is agreed that any insurance available to the named insured shall be primary of other sources that may be available.

It is further agreed that no policy shall expire, be canceled or materially changed to affect the coverage available to the state without thirty (30) days written notice to the State. This Certificate is not valid unless countersigned by an authorized representative of the insurance company.

Name and Address of Certificate Holder:

Date Issued: _____

Authorized Representative

End of Solicitation YH05-0001 Document